



REQUEST FOR PROPOSAL

RFP #	18-1003
RFP Issued	Monday Nov. 19, 2018
Title	Managed Print Services
Mandatory Pre-Bid Conference	Tuesday January 8, 2019 @ 2:00pm PST
Questions/Clarifications	Tuesday January 29, 2019, 5PM PST
Bid Due Date	Friday February 8, 2019, 5PM PST
Interviews	Tuesday March 12, 2019, 1PM PST
Contract Award	April 1, 2019
Term	2 Year Base Plus 3 One -Year Options (Total 5 Years)

Dates are subject to change. All changes will be reflected in Addendum to the RFP which will be posted on the Procurement Services webpage.

RFP Issued by

USD Procurement Services
5998 Alcalá Park – PS 116
San Diego, CA 92110
Tel: (619) 260-4782
<https://www.sandiego.edu/procurement/>
Procurement Contact: Theresa Harris
Email: theresaharris@sandiego.edu

SECTION I – INFORMATION FOR VENDORS

- 1.1 **PURPOSE:** The purpose of this Request for Proposal (RFP) is to solicit bid proposals from qualified vendors for Managed Print Services as outlined in this RFP. The goal of this RFP is to work towards solutions that will minimize cost, while maintaining or improving current services.
- 1.1.2 **INTENT:** Based on this RFP, USD intends to award a single contract to the responsible Vendor whose bid proposal, conforming to this RFP, is most advantageous to the University, price and other factors considered. USD reserves the right to separately procure individual requirements that are the subject of the contract during the contract term, when deemed by the University to be in its best interest.
- 1.1.3 **TERMS:** USD's standard Terms & Conditions (see attachment marked Terms & Conditions) will apply to all contracts or purchase order. These terms are in addition to the terms and conditions set forth in this RFP and should be read in conjunction with them unless the RFP specifically indicates otherwise.

1.2 BACKGROUND

The University of San Diego (USD) is a private Catholic institution of higher education, located on over 180 acres overlooking San Diego's Mission Bay. Chartered in 1949, USD enrolls just over 8900 students who may choose from more than 70 undergraduate and graduate degree programs. The student population has approximately 5,774 undergraduate, 2,138 graduate and 993 law students.

The USD campus supports six schools and one college, with over 909 faculty and over 2,000 administrative, staff and temporary employees. The majority of the University buildings are on the main campus with some residence halls and offices located off-site.

1.2.1 SCOPE OF WORK

The scope of the project is to provide the University with Managed Print Services for all leased multifunctional devices including printers and copiers, and at USD's option, all non-multifunctional devices (Managed Print Solution) located in different departments throughout the USD campus as detailed in the Statement of Work (Attachment A).

The goal of this RFP is to work towards solutions that will minimize cost, while maintaining or improving current service levels. Specifically, this RFP process should:

- Provide a comprehensive and guaranteed pricing structure for the services
- Increase and optimize the efficiency of device use
- Leverage the aggregate print volumes of the University
- Achieve cost savings for campus users
- Improve overall customer service

Overview. The University currently has approximately 229 multifunctional devices - MFP (printers, copiers, scanners) that require management services from a third party vendor. Approximately 63 MFPs are university-owned, 16 devices have been purchased off lease and are now also owned by the University, and approximately 150 devices are currently leased from several providers including Sharp, Hewlett Packard, and Xerox. The initial contract resulting from this RFP does not anticipate immediate replacement of any of the existing printers, but may in the course of the services include recommendations for redeployment, reallocation of workloads and eventually replacement or removal of certain machines. Machines will be replaced as leases expire or as replacements are needed. Devices are leased on a 3 to 5 year plan.

In addition, the University owns several plotters and specialized printers that may be included under one managed print solution. Total number of devices (multifunctional and non-multifunctional devices) is approximately 613 units.

Attachment B contains a complete list of devices for your reference.

2.0 SECTION 2 - KEY EVENTS

- 2.1.1 **PRE-BID CONFERENCE:** A **Mandatory** Pre-Bid Conference will be held on **Tuesday January 8, 2019 at 2:00pm**. Please email the procurement contact on the cover sheet to register for this event. Quotes will be accepted only from vendors attending the Mandatory Pre-Bid Conference.
- 2.1.2 **QUESTION AND ANSWER PERIOD:** Prospective Vendors are encouraged to submit their questions to the USD procurement team before the deadline. The Question and Answer period will be open through **Tuesday January 29, 2019, 5:00PM PST**. The University will accept only written questions from all potential Vendors in accordance with the procedures outlined in this RFP.
- 2.1.3 **SUBMISSION OF BID PROPOSAL:** In order to be considered for award, the bid proposal must be received by the Procurement Services Department before or at the submission deadline indicated on the Cover Sheet. Please submit proposals to

Procurement Services Department
5998 Alcalá Parkway- PS111
San Diego, CA 92110
Ref: RFP 18-1003 Managed Print Services

3.0 SECTION 3 - ADDITIONAL INFORMATION

- 3.1.1.1 **ADDENDA:** In the event that it becomes necessary to revise the RFP, such clarification or revision will be by Addendum. All Addenda to this RFP will become part of the RFP and part of any contract awarded as a result of this RFP. Each Addendum will be added, under the RFP or solicitation number, to the Procurement Services website at <https://www.sandiego.edu/procurement/bid-opportunity/>
- 3.1.1.2 Prospective Vendors must acknowledge receipts of all Addenda with each proposal submitted.

- 3.1.1.3 **VENDOR RESPONSIBILITY:** The Vendor assumes sole responsibility for the complete effort required in submitting a bid proposal in response to this RFP. No special consideration will be given after bid closure because of a Vendor's failure to be knowledgeable as to all of the requirements of the RFP.
- 3.1.1.4 **COST LIABILITY:** The University assumes no responsibility and bears no liability for costs incurred by a Vendor in the preparation and submittal of a bid proposal in response to this RFP.

4.0 SECTION 4 – PROPOSAL SUBMISSION

- 4.1.1 Five (5) copies of the proposal in addition to an electronic RFP response are required. Proposal copies should be submitted in three-ring, loose-leaf binder form. All data shall be clearly and legibly written, preferably typewritten, except for signatures. Signatures must be made in the appropriate spaces in compliance with legal requirements. Changes must be initialed by the individual signing the proposal.
- 4.1.2 Proposals must clearly show the vendor name and address and delivered to the **University of San Diego Procurement Services, 5998 Alcalá Parkway - RFP # 18-1003, Managed Print Services.**

5.0 SECTION 5 – VENDOR CONDUCT

- 5.1.1 During the RFP process (from release of the RFP to final award), Vendor is not permitted to contact any USD staff or faculty regarding this RFP, unless at the request of the USD designated contact on the title page of the RFP or to fulfill pre-existing contractual obligations. Violation of these conditions may constitute immediate disqualification.

6.0 SECTION 6 - BID PROPOSAL PREPARATION AND SUBMISSION

- 6.1.1 **GENERAL:** The Vendor is advised to thoroughly read and follow all instructions contained in this RFP, in preparing and submitting its bid proposal.
- 6.1.2 **DOCUMENTS THAT MUST BE SUBMITTED WITH BID PROPOSAL:** The following must be submitted with all proposals.
 - 6.1.2.1 **COMPANY PROFILE, SIGNATURE PAGE, PRICE SHEET(S), CONTACT INFORMATION, REFERENCES, CERTIFICATE OF INSURANCE, OWNERSHIP DISCLOSURE FORM, CERTIFICATION REGARDING SUSPENSION AND DEBARMENT, SMALL BUSINESS PARTICIPATION, AND CONFLICT OF INTEREST FORM.** The Vendor shall complete and submit the following as provided in the RFP. Signature page, all Price Sheets, Contact Information, Business References.
 - 6.1.2.2 **OWNERSHIP DISCLOSURE FORM:** Vendor shall complete and submit with the proposal the Ownership Disclosure form. See attachment titled Ownership Disclosure.
 - 6.1.2.3 **CONFLICT OF INTEREST FORM:** The Vendor shall complete and submit with the proposal the Conflicts of Interest form. See the attachments titled Conflicts of Interest.

6.1.2.4 **CERTIFICATE OF INSURANCE:** The Vendor is required to submit proof of liability insurance in accordance with the University's Insurance Requirements. See attachment titled Insurance Requirements.

6.1.2.5 **TERMS AND CONDITIONS:** Any exception to the terms and conditions must be submitted with the proposal. See attachment titled Standard Terms and Conditions.

7.0 SECTION 7 - CONTRACT TERM AND EXTENTION OPTION

7.1.1 **TERM:** The term of the contract shall be for a period of five (5) years consisting of a two-year base period and three one year options, beginning April 1, 2019. The contract may be extended for additional one year periods, by mutual written consent of the Vendor and the University.

8.0 SECTION 8 - PROPOSAL EVALUATION

8.1.1 **PROPOSAL EVALUATION COMMITTEE:** Bid proposals may be evaluated by a committee composed of members of the College Unit/Department responsible for managing the service, the University's Procurement Department and other employees.

8.1.2 **ORAL PRESENTATION AND/OR CLARIFICATION OF BID PROPOSAL:** A Vendor may be required to give oral presentation to the University concerning its bid proposal. The University may also require a Vendor to submit written responses to questions regarding the bid proposal. The purpose of such communication with the Vendor, with through an oral presentation or a letter of clarification, is to provide an opportunity for the Vendor to clarify its bid. Original bid proposals submitted, however, cannot be supplemented, changed or corrected in any way.

8.1.3 **EVALUATION CRITERIA:** The University may use, but is not limited to, the following evaluation criteria: (A) The Vendor's general approach and plans in meeting the requirements of the RFP, (B) The Vendors detailed approach and plans to perform the services required, (C) the Vendor' approach to sustainability and sustainable practices in performance of the contract (D) Small business participation; (E) the Vendor's documented experience in successfully performing contracts of a similar size and scope, (F) the qualifications and experience of the Vendor's team, (G) the overall ability of the Vendor to mobilize, undertake and successfully complete the contract and be responsive to the University's needs and (H) the price quoted and all other related costs to be incurred by the University.

8.1.4 **REJECTION OF PROPOSAL:** The University reserves the right, in its sole discretion, to reject any or all bids, or to accept a proposal in whole or in part, if deemed to be in the best interest of the University to do so.

8.1.5 **NEGOTIATION AND BEST AND FINAL OFFER:** The University may negotiate one or more of the following contractual issues: the technical services offered, the terms and conditions and/or the price of a proposed contract award with any Vendor, and/or solicit a best and final offer (BAFO) from one or more of the Vendors.

- 8.1.6 After receipt of the results of the negotiation and/or BAFO, the University will complete its evaluation and issue an award to the responsible Vendor(s) whose bid proposal, conforming to this RFP, is most advantageous to the University, price and other factored considered.
- 8.1.7 **CONTRACT AWARD:** The University reserves the right to award contracts as a result of this RFP, to more than one Vendor.

9. SIGNATURE PAGE

UNIVERSITY OF SAN DIEGO REQUEST FOR PROPOSAL BID RESPONSE

RFP No. 18-1003	DESCRIPTION: Managed Print Services
This bid proposal MUST be received by the University before or at 5:00pm on February 8, 2019 . Any proposal arriving at the Procurement Department after this submission due date and time will not be accepted.	

Read the entire Request for Proposal, including all terms, conditions and attachments.
Documentation below marked with an X must be submitted:

<u>Document</u>	<u>With RFP Submission</u>	<u>Document</u>	<u>With RFP Submission</u>
All Price Sheet	X	Ownership Disclosure Form	X
Vendor Contact Information	X	Conflict of Interest	X
Vendor Business References	X	Proof of Insurance	X
Small Business Form	X	Other	X

INFORMATION TO BE COMPLETED BY VENDOR

1. Company Name:	2. Phone Number:	3. Contact Name:	4. Contact Email:
5. Company Address:	6. Tax ID No:		
7. Proposed Price – Managed Print Services (Base Period) Please provide Options as separate file : \$ _____			

8. SIGNATURE OF VENDOR	9. TITLE
10. NAME (Print)	11. DATE

10. PRICE SHEET

RFP # 18-1003 Managed Print Services

PRICING

In completing and submitting this for, the respondents is certifying that:

1. He/she has read and fully understands and accepts the scope of services, the terms and conditions, this price sheet or cost submission form, and the other requirements presented in the Managed Print Services Request for Proposal (RFP);
2. The costs indicated constitute the full and complete “not to exceed” costs for the identified products and services, and USD will not be “surprised” with additional or unanticipated charges in conjunction therewith; and
3. USD reserves the right to accept or reject any and all quotes, to waive any irregularities or informalities in any quotes received, to negotiate with the respondent(s) whose quote(s) is deemed most susceptible of contract award, and to award a purchase contract to the respondent(s) whose quote best satisfies USD’s requirements and needs.
4. The contract will be valid for a **Two-year (2) base period and Three (3) one-year option periods** for a total of five (5) years and the vendor must state if vendor will allow USD to renew each option upon contract expiration. Each annual contract renewal must be agreed upon by both parties.
5. The pricing, terms and conditions stated in your response must remain valid for a period of ninety (90) days from the date of delivery of the proposal to the University.

The Vendor shall complete the below referenced Unit Price Sheet. The pricings identified in the Cost Sheet will not change for the duration of the contract or any renewal years and no additional charges or surcharges of any kind will be added, unless required by law.

For the specified services associated with the Managed Print Services, the total **monthly** cost (Base Year) to USD will be:

\$ _____

For the specified services associated with the Managed Print Services, the total **annual** cost (Base Year) to USD will be:

\$ _____

COMPANY NAME _____

REPRESENTATIVE SIGNATURE _____

PRINT NAME _____

DATE _____

10. COMPANY NAME: _____ SIGNATURE: _____

MANAGED PRINT SERVICES – BASE PERIOD – 2 Years (Add Option Yrs. 3 - 5)

Sharp Model	Number of Devices on Campus	Unit Price (Base Year)	Unit Price (Option Yr. 1)	Unit Price (Option Yr. 2)	Leased Price of Equipment (Per Unit)	Purchase Price of Equipment (Per Unit)
Managed Print Services						
B402SC	1					
C2700	2					
C301W	1					
C312	1					
C402SC	2					
M2615N	2					
M2616N	1					
M2630N	1					
M264N	1					
M283N	1					
M3050N	14					
M3070N	5					
M3115N	35					
M3116N	1					
M3140N	3					
M316N	1					
M354N	1					
M3550N	10					
M3570N	1					
M3640N	2					
M364N	7					
M365N	1					
M4050N	1					
M4070N	1					
M4110N	1					
M4140N	4					
M453N	2					
M453U	1					
M464N	5					
M465N	1					
M5070N	1					
M623N	2					
MX-M283N	21					

Total 132

Xerox Model	Number of Devices on Campus	Unit Price (Base Year)	Unit Price (Option Yr. 1)	Unit Price (Option Yr. 2)	Leased Price of Equipment (Per Unit)	Purchase Price of Equipment (Per Unit)
		Managed Print Services				
7550	2					
7845	1					
7855	1					

Total 4

HP Model	Number of Devices on Campus	Unit Price (Base Year)	Unit Price (Option Yr. 1)	Unit Price (Option Yr. 2)	Leased Price of Equipment (Per Unit)	Purchase Price of Equipment (Per Unit)
		Managed Print Services				
4540	4					
3530	1					
775z	16					
577	10					
477	23					
476	12					
475	7					
575	20					

Total 93

11. INCENTIVES

Vendor should specify any additional services or incentives that will be offered to the University and included in the quoted price. Any incentives must be identified in the response package. The University cannot accept any incentives that are offered post bid.

COMPANY NAME _____

REPRESENTATIVE SIGNATURE _____

12. VENDOR CONTACT INFORMATION

Vendor's Company Name: _____

Company Owner: _____

Address: _____

Disclosure of Ownership: (List below the names of all Principals or Joint Owners. Use additional sheet as necessary.)

Name	Position With Company	Percent Ownership (%)

Please indicate any classification that applies to the company below (select *all* that apply):

<u>Classification</u>	<u>Indicate with "X" if Applicable</u>	<u>Classification</u>	<u>Indicate with "X" if Applicable</u>
Small Business		Woman-Owned Business	
Small Emerging Business Enterprise		Minority-Owned Business	
Small Locally-Owned Business (SLBE)		HubZone	
Veteran-Owned Business		Other (Please state Classification)	

Number of Years firm has been furnishing services: _____

ACCOUNT MANAGER _____

TELEPHONE NUMBER _____

EMERGENCY NUMBER _____

EMAIL _____

OTHER CONTACT _____

13. VENDOR BUSINESS REFERENCES

Please provide three (3) business references for contracts awarded of similar size and scope to the requirements of this RFP:

Reference 1.

Business Name: _____

Address: _____

Phone: _____ Fax: _____ e-mail: _____

Contact Person: _____ Title: _____

Number of years agreement in place: _____

Reference 2.

Business Name: _____

Address: _____

Phone: _____ Fax: _____ e-mail: _____

Contact Person: _____ Title: _____

Number of years agreement in place: _____

Reference 3.

Business Name: _____

Address: _____

Phone: _____ Fax: _____ e-mail: _____

Contact Person: _____ Title: _____

Number of years agreement in place: _____

COMPANY NAME _____

REPRESENTATIVE SIGNATURE _____

14. STATEMENT OF WORK

ATTACHMENT A

Provide managed print services, including maintenance, management and support for approximately 229 leased and non-leased multifunctional devices (printers and copiers) across the USD campus. USD currently lease the devices from several vendors. These devices will remain in effect until their contract expire. Services will be performed in a phased approach whereby a current operational device will be given the necessary time to remain in our environment until the end of its lifecycle. End of lifecycle will be defined as a device that is no longer capable of operating without repairs that exceed more than half the cost of the device, not to include normal consumables such as toner.

Once a device is taken out of service, USD will want it replaced with a leased device provided by the vendor, or retired in an effort to drive printing to centrally located networked devices. **All proposers must have capability and be certified to maintain and support the current fleet of HP, Xerox and Sharp printers.** Lease services are not limited to any particular brand or vendor, but must be capable of high volume, centralized print, scan, copy and fax functionality in a networked environment. Devices shall be replaced on a 5 year cycle and not include refurbished devices.

Estimated number of functional devices	613
Estimated number of MFP devices	229
Estimated number of non-MFP devices	384
Estimated total black and white print volume	20 million pages (rough estimates)
Estimated total annual color print volume	6 million pages (rough estimates)

The awarded vendor shall have the capability to provide Managed Print Services solution for consolidating, maintaining, and supporting USD devices in a phased approach. This will include:

1. A printer fleet assessment, if deemed necessary and mutually agreed upon by both parties
2. An operational solution to consolidate, maintain and support multifunctional devices (a device that has multiple functions such as copies, faxes, and scans) leased through multiple vendors
3. A communication and awareness solution to inform University employees of any operational actions.

Printer Fleet Assessment Mandatory Requirements

Requirements of the Printer Fleet Assessment, if deemed necessary, will include make, model, serial number, hostname (if applicable), IP address, monthly black copy count, monthly color copy count, monthly estimated operating costs, location (floor plans), and responsible person/department associated with the printer.

A manual, walk-thru assessment is preferred; however, if the use of data collection software is proposed to fulfill any of the above requirements, any terms of use for the software (including privacy policy,

terms and conditions, or End User License Agreement must be included in the proposal to be considered.

14.1 Operational Solution Mandatory Requirements

14.1.1 Maintenance. The Solution will include maintenance of Multi-Functional Devices leased through the current and the awarded vendor. Maintenance services will include, but are not limited to, consumables, parts, and labor and troubleshooting as listed below. **Note: at this time, consumables will not include paper**

14.1.2 Consumables

- a) Toner (must be Original Equipment Manufacturer (OEM for all printers on contract)
- b) Staples
- c) Drums
- d) Maintenance Kits
- e) Other consumable parts

14.1.3 Parts

- a) Fuser units
- b) Transfer kits
- c) Waste toner bottles
- d) Rollers
- e) Paper guides
- f) Other miscellaneous parts

14.1.4 Labor

- a) Delivery of consumables and parts
- b) Installation of consumables and parts
- c) Disposal of consumables and parts

14.1.5 Support

The solution must include support for all multifunctional devices on campus. Support for all other non-multifunctional devices may be considered at USD's sole option. Support services will include, but not limited to:

Project Management – Vendor will provide a single point of contact for managing the entire printer environment and project.

Break/Fix Services – Vendor will dispatch certified printer technicians to each facility during regular business hours from Monday to Friday 8am to 5pm PST

Phone and Email Support – Vendor will provide unlimited phone and email support during regular business hours from Monday – Friday 8:00am – 5:00pm PST

Client Facing Web Based Portal – which may include, but is not limited to, the following features:

Number of audited devices by month:

- (1) Number of audited devices by month, week, and day
- (2) Managed vs non-managed devices on network
- (3) Color vs mono devices
- (4) Manufacturer
- (5) Model
- (6) Serial number

- (7) IP address
- (8) Location of device (identified during initial audit)
- (9) Department liaison for device

Client Facing Web Based Portal. Vendor must include in their proposal all software terms and conditions (i.e. Privacy Policy's End User License Agreement or License Agreements) that are associated with the use of the proposed software.

Client Facing Web Based Portal must include a way to automate distribution of consumables such as listed above.

Reporting capabilities of the Web Based Portal: Vendor must be able to provide detailed billing/consumption by department within USD include color vs b/w prints by individual and by department.

Note: Consumable and Parts – must be delivered within by next business day. The vendor agrees if the vendor has not had an initial response within 5 hours, a \$100 credit will be applied to the next quarterly invoice. Vendor agrees that if service has not started by next business day, a \$250 credit will be applied to the next quarterly invoice. Vendor will respond to troubleshooting calls within 5 hours.

Communication and Awareness Mandatory Requirements

The awarded vendor will provide USD with professional procedures or best practices that have been accepted as effective at communicating the Managed Print Services implementation in institutions of higher education that are similar in size as USD. Change management and all communication to USD staff and faculty will be conducted internally by the USD staff.

Lease Devices Mandatory Requirements

Vendor will have the ability to provide leased devices that will successfully perform the necessary functions for daily business use. Leased devices that have repeated maintenance incidents due to continuous failures, defects and other non-user related issues are expected to be replaced with a model of exact technical specifications, without additional costs to the University.

Vendor to coordinate the placement of any new device with the IT team and USD Project Manager. Selection of devices need to be approved in advance by the IT team.

Describe the brands and models of leased devices that you offer

Leased Devices Training: Vendor will provide in-depth training on the devices leased to USD through the awarded vendor. It will be tailored to user roles, preferably provided virtually and on-demand, as needed by the University.

- a) End user training will be on-going and can include any feature offered in the leased device manual

- b) Technician training should be limited to a mutually agreeable number of sessions per year and will allow USD's technicians to provide the first point of triage before escalating an issue to the vendor.

Indicate if you provide one standard lease agreement for all devices, regardless of brand, or if each device has its own lease agreement.

Additional Mandatory Requirements

A software solution for tracking networked multifunctional devices and at USD's option non-multifunctional devices. Vendor must include in their proposal all software terms and conditions (i.e. License Agreements) that are associated with the use of the proposed software.

Describe the security measures that are used to ensure that sensitive data is not transmitted, stored or collected. (Example wiping of drive/purging data).

Describe how data will be purged from old copiers and printers

Describe the vendors approach to sustainability and sustainable practices in performance of any contract resulting from this RFP.

Please explain if any small businesses will be utilized as part of this contract. Please submit the completed Small Business Utilization Form.

Customer Service and Service Level Mandatory Requirements

Describe how you will implement a customer focused service philosophy

Provide sample report of trouble shooting calls, fixes, with your proposal.

Describe how you will complete, at a minimum, the services as defined below:

Performance Categories. Performance will be based on acknowledgement time, response time and resolution time. The following definitions will be used as the core of any service level agreement with USD:

Acknowledgement Time: indicates time to acknowledge maintenance and support requests through email, phone or system used for tracking and managing incidents. Acknowledgement includes written confirmation.

Response Time: indicates time to accept, arrive onsite, and begin work on service requests providing no security/access delays or extreme circumstances beyond control of vendor.

Resolution Time: indicates time to resolve the problem stated on the ticket with a start time beginning at initial escalation and assignment. Closing/resolution includes all items that are within scope of vendor responsibilities

Priority Level	Acknowledgement Time (time to acknowledge support request)	Response Time (time to arrive on-site)	Resolution Time (time it takes to return the device to working standards)
P.1 - Critical	15-30 mins	2-5 hours	4-8 hours
P.2 - High	15-30 mins	4-8 hours	8-12 hours

Category	Definition
P.1 Critical	President Office or Executive user impact (Others as identified by USD)
P.2 High	Multi or Single user impact

Quality Assurance Mandatory Requirements

The vendor will have qualified quality assurance personnel monitor and assess each technician's performance as needed. Standards will be proposed by the vendor, agreed to by USD, and the provision of reporting on a scheduled basis to be determined by USD.

A standardized evaluation form will be developed which measures but is not limited to the following:

- Effectiveness of Troubleshooting
- Resolution Time
- Communication
- Process Adherence and Documentation
- Quality of Customer Experience

A portion of the service requests will be evaluated for the duration of the contract. Results of the evaluations will be provided during quarterly meetings. USD reserves the right to request the removal of any service personnel that consistently are not adhering to the agreed minimum requirements of quality evaluations.

Deliverables

Vendor will provide monthly reports to USD within 5 days of the closure of each month, in Excel format via email to the Print Replacement Program (PRP) prp@sandiego.edu, that will monitor the success of the managed print program, as well as identify opportunities or problem areas that need attention. Examples of these reports include, but are not limited to:

- a) Number of service calls per device
- b) Mean time to resolution per device
- c) Consumable usage
- d) Part replacements and other repairs documented
- e) Itemized incidents with creation date, acknowledgement, response and resolution times

Vendor will meet onsite with the USD Project Manager on a quarterly basis for review of all services, and billing/consumption reports. The purpose of the meetings will be to review services provided by the

vendor technicians, review billing, formulate and confirm strategies for consolidating and repurposing the printer fleet.

If a Printer Fleet Assessment is determined necessary by both parties, Vendor will provide a report, in Microsoft Excel format, documenting the current print environment of the University.

Any resulting contract issued through this process cannot be transferred to any third party without the signed written consent of USD.

15. SMALL BUSINESS UTILIZATION FORM

Company Name:	RFP # 18-1003
Contact Name	Email:
Phone #	

Small Business Participation

Subcontractor Name			
Address			
Scope of Work	Dollar Amount	% Participation	
	\$0.00	%	
	SB Designation: (WOSB, VOSB, SB, MBE)		
Subcontractor Name			
Address			
Scope of Work	Dollar Amount	% Participation	
	\$0.00	%	
	SB Designation: (WOSB, VOSB, SB, MBE)		
Subcontractor Name			
Address			
Scope of Work	Dollar Amount	% Participation	
	\$0.00	%	
	SB Designation: (WOSB, VOSB, SB, MBE)		
Subcontractor Name			
Address			
Scope of Work	Dollar Amount	% Participation	
	\$0.00	%	
	SB Designation: (WOSB, VOSB, SB, MBE)		
Subcontractor Name			
Address			
Scope of Work	Dollar Amount	% Participation	
	\$0.00	%	
	SB Designation: (WOSB, VOSB, SB, MBE)		

I hereby certify that I have made a diligent effort to ascertain the facts with regard to the representation made herein. In making this certification, I certify under penalty of perjury that this information is accurate and correct to the best of my knowledge.

Signature

Print Name

Date

16. CONFLICT OF INTEREST FORM

The University of San Diego (USD) has established procedures for reviewing and addressing conflicts of interest between USD employees and suppliers and otherwise ensuring compliance with the University's Conflict of Interest Policies.

As part of this process, you, the Supplier, are asked to disclose any and all potential conflicts of interest to USD for appropriate review and disposition. Examples include, without limitation, a USD employee having an ownership interest in your business, your business being owned by a relative of a USD employee, and your business sponsoring speaking engagements or other activities with which USD faculty or staff are involved.

Your failure to complete and return this disclosure form may result in a delay of payment, the termination of your contract and/or suspension of your status as a responsive and responsible provider of goods or services to USD.

Your obligation with regard to the disclosure of conflicts of interest is ongoing, therefore we ask that you promptly notify us should you become aware of any potential conflict following the submission of this form. At USD's discretion you may be asked to update this information periodically.

Supplier Name: _____
Contact Name: _____
Street Address: _____
Phone No.: _____
City, State, Zip: _____
Email: _____

Please select the appropriate statement:

____ I AM **NOT** aware of any relationship between the Supplier and a USD employee which could result in potential personal gain for the USD employee or which could enable the USD employee to influence the Supplier relationship for perceived personal gain.

____ I AM aware of a relationship between the Supplier and a USD employee which could result in potential personal gain for the USD employee or which could enable the USD employee to influence the Supplier relationship for perceived personal gain.

Employee Name: _____

Nature of Relationship: _____

By signing below, you represent and affirm that you have proper authority to act on behalf of the Supplier and that the foregoing statements are true and correct to the best of your knowledge.

Signature Date

Printed Name and Title of Signer

For USD Procurement Use Only

USD Vendor ID #: _____
Disposition of disclosed potential conflict of interest: _____

Reviewed by: Date: _____

17. SUSPENSION AND DEBARMENT

(1) Vendor certifies to the best of its knowledge and belief that it and its principals:

- a) Are not presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from doing work under Federal, State or local government award.
- b) Have not within a three-year period preceding this application been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
- d) Have not within a three-year period preceding this certification had one or more contracts terminated for cause or default.

(2) Where the Vendor is unable to certify to any of the statements in this certification, such vendor shall attach an explanation to this certificate.

Business Name: _____

Date: _____ By: _____
Name & Title of Authorized Representative

Signature of Authorized Representative