



Caldwell School District, No 132

1502 Fillmore St. : Caldwell, ID : 83605

Consent Agenda

To: Caldwell School Board of Trustees

Date: Jan 13, 2025

Prepared by: Caleb Shore

Presented by: ITS, Caleb Shore

Re: Pacific Office Automation Equipment Service Contract Approval

BACKGROUND:

Caldwell School District is reaching the end of the current Pacific Office Automation (POA) service contract. CSD released an RFQ to solicit quotes to replace our existing district copy center copiers. The attached contract is intended to continue the relationship we have with POA with 2 new copiers. The purchase agreement is using an existing contract with OETC (state negotiated contract) and includes a Service Level Agreement (SLA) for the school district's specific terms and conditions to support these new devices. The terms of our new contract with POA are the same as our current existing contract.

We have chosen the Konica Minolta Accuriopress 7136P to replace our current Sharp copiers

The rate per impression is \$0.002255 per B/W impression

All other terms and conditions stay the same on the new contract.

Documents attached:

1. Request for Quote (RFQ) sent to known vendors
2. OETC base contract
3. POA service contract document with CSD pricing, terms and conditions.

RECOMMENDATION:

Approve POA service contract for 5 year term.

2025 Request for Quotes (RFQ): Production Copiers and Service Contract

Issuing Organization: Caldwell School District

RFQ Number: 2025 Copy Center Refresh

Issue Date: 11/21/24

Submission Deadline: January 3, 2025, by 5:00 PM MST

Purpose

Caldwell School District is soliciting quotes from qualified vendors to supply two production-quality copiers and an accompanying service contract. These devices will be utilized by our district print shop to meet high-volume printing needs.

Scope of Work

Vendors must provide:

1. Production Copiers:

- Two (2) production-quality copiers capable of producing **500,000 impressions per month** per copier
- Each copier must meet the following specifications:
 - **Minimum speed of 120 pages per minute (ppm).**
 - **Minimum combined paper input of 5,000 sheets.**
 - Required features include:
 - **2-hole and 3-hole punching**
 - **Stapling**
 - **Booklet finisher**
- Provide options for:
 - **One-time purchase, or**
 - **Annualized cost as part of the overall contract.**
- Include licensing for **PaperCut Job Ticketing**, integrated with the copiers for efficient print management.

2. Service Contract:

- Service agreement options for a term of **5 & 7 years**, covering:
 - **All maintenance, repairs, and parts.**
 - **All consumables** (excluding paper), such as toner, staples, etc.
- Service-level guarantees, including response time for repair requests.

General Requirements

- Vendors must base proposals on terms and conditions outlined in the **State of Idaho contracts** for such equipment and services.
- Provide a cost breakdown for both equipment and services, including annualized pricing options.

Evaluation Criteria

Proposals will be evaluated based on:

1. Compliance with technical specifications.
2. Cost-effectiveness, including total cost of ownership.
3. Vendor experience, references, and service capabilities.

Submission Instructions

- Submit quotes electronically as a document to:
cshore@caldwellschools.org
 - Include "**RFQ 2025 Copy Center Refresh: Production Copiers and Service Contract**" in the subject line.

Additional Information

- Site visits may be scheduled for vendors to assess placement needs.
- Caldwell School District reserves the right to reject any and all quotes, waive minor irregularities, and award the contract in the best interest of the district.



PACIFIC OFFICE AUTOMATION

— PROBLEM SOLVED —

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CALDWELL SCHOOL DISTRICT #132 PRINT SHOP **SERVICE LEVEL AGREEMENT**

1. All preventative maintenance required to meet the specifications of this agreement shall be provided by PACIFIC OFFICE AUTOMATION (hereinafter referred to as POA).
2. POA will be responsible for all repair and maintenance of (2) Konica Minolta AccurioPress 7136 B/W production devices that POA has installed at Caldwell School District Print Shop. Under this agreement POA must attain a minimum average of 96% up-time and 4 hours guaranteed repair during the periods of 8am to 5pm Monday through Friday of each calendar quarter. Uptime performance will be specifically calculated on the equipment located at Caldwell School District Print Shop. Caldwell School District Print Shop willful negligence (to be defined clearly intentional damaging equipment), scheduled preventative maintenance and service calls associated with Caldwell School District Print Shop end-user responsibilities (i.e., adding toner or staples, clearing jams, and replacing waste toner container) shall not count against each printer's quarterly up time calculations. However, in the event this occurs, POA is still required to service the devices. Such calls will be overseen by POA on an initiative-taking basis with further key operator training.

A device shall be considered "down" under the terms of this agreement whenever POA is notified by an authorized representative of Caldwell School District Print Shop that (a) copy quality becomes unreadable or unacceptable for Caldwell School District Print Shop purpose, as determined by Caldwell School District Print Shop within the manufactures specifications of machine capabilities, and/or (b) any one or more of the specific equipment capabilities listed in this agreement are not working to Caldwell School District Print Shop satisfaction. As soon as POA is notified of one or both conditions, the downtime period will begin and all downtime hours (excluding only working time related to correcting problems caused by Caldwell School District Print Shop willful negligence or POA performing scheduled preventive maintenance visits as defined in this agreement), shall be counted against (2) Konica Minolta AccurioPress 7136 B/W production devices quarterly uptime calculations.

POA shall calculate quarterly uptime as follows: the total number of available uptime hours per calendar quarter shall be calculated based on the number of working days (Monday through Friday) in the past quarter multiplied by 9 hours per day multiplied by 3 months less 9 hours for each holiday that POA gives its employees (New Year's Day, Martin Luther King Day, Memorial Day, Labor Day, Thanksgiving and the following Friday, Christmas Day). From this number all countable downtime hours for the quarter will be deducted to arrive at the percentage of uptime per quarter. (i.e., 22 working days



PACIFIC OFFICE AUTOMATION

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times 9 hours times 3 months equal 594 hours minus 9 hours, (1 holiday) equals 585 average uptime hours for the quarter. 585-12 hour's downtime equals 573 uptime hours divided by 585 equals 96% uptime for the quarter.

If any device fails to meet guaranteed uptime for a given quarter, POA will have the following quarter to remedy the situation to attain the guaranteed uptime as described in the contract. This will be done through the placement of a loaner machine or replacement machine until POA can permanently remedy the problem. In addition to predetermined service credits issued to the client as described in the details below.

CALDWELL SCHOOL DISTRICT PRINT SHOP (SLA DETAILS):

1. Average POA service tech response time of 2.5 hours. If POA is longer than 4 hours, POA will credit \$100.00 to Caldwell School District Print Shop next monthly invoice.
2. POA will guarantee Caldwell School District Print Shop a 96% quarterly machine uptime performance guarantee on the (2) Konica Minolta AccurioPress 7136 B/W production devices POA. If not maintained, POA must credit 10% of the devices total quarterly invoice.
3. Quarterly account reviews for transparency for up-time performance.
4. POA will lock the proposed service rates for the 5-year contract period.
5. POA will P/U and dispose of the 2 Sharps for the school district.
6. Caldwell School District Print shop must call the Boise office to schedule with our service department the Quarterly 90-day preventive maintenance calls.

POA Branch Tech Manager

Caldwell School District #132 Print Shop