**STATE OF MAINE  
Department of Administrative and Financial Services**

*Office of Information Technology*



**RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

|  |  |  |
| --- | --- | --- |
| **RFP Coordinator** | **NAME:** | Joy Lazore |
| **TITLE:** | Director Client Technologies |
| **EMAIL:** | [d.joy.lazore@maine.gov](mailto:d.joy.lazore@maine.gov) |
| *All communication regarding the RFP must be made through the RFP Coordinator.* | | |

|  |  |
| --- | --- |
| **Submitted Questions Due Date** | August 22, 2025, no later than 11:59 p.m., local time |
| *All questions must be received by the RFP Coordinator by the date and time listed above.* | |

|  |  |  |
| --- | --- | --- |
| **Proposal Submission Deadline** | **DATE:** | September 5, 2025, no later than 11:59 p.m., local time. |
| **TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) |
| *Proposals must be received electronically by the Office of State Procurement Services by the date and time listed above.* | | |

TABLE OF CONTENTS

|  |  |
| --- | --- |
|  | **Page** |
|  |  |
| **PUBLIC NOTICE** | **3** |
|  |  |
| **RFP DEFINITIONS/ACRONYMS** | **4** |
|  |  |
| **PART I INTRODUCTION** | **5** |
| 1. PURPOSE AND BACKGROUND |  |
| 1. GENERAL PROVISIONS |  |
| 1. ELIGIBILITY TO SUBMIT BIDS |  |
| 1. CONTRACT TERM |  |
| 1. NUMBER OF AWARDS |  |
|  |  |
| **PART II SCOPE OF SERVICES TO BE PROVIDED** | **8** |
|  |  |
| **PART III KEY RFP EVENTS** | **11** |
| 1. QUESTION 2. AMENDMENTS 3. PROPOSAL SUBMISSION |  |
|  |  |
| **PART IV PROPOSAL SUBMISSION REQUIREMENTS** | **13** |
|  |  |
| **PART V PROPOSAL EVALUATION AND SELECTION** | **16** |
| 1. EVALUATION PROCESS – GENERAL INFORMATION |  |
| 1. SCORING WEIGHTS AND PROCESS |  |
| 1. SELECTION AND AWARD |  |
| 1. APPEAL OF CONTRACT AWARDS |  |
|  |  |
| **PART VI CONTRACT ADMINISTRATION AND CONDITIONS** | **18** |
| 1. CONTRACT DOCUMENT |  |
| 1. STANDARD STATE CONTRACT PROVISIONS |  |
|  |  |
| **PART VII RFP APPENDICES AND RELATED DOCUMENTS** | **20** |
| **APPENDIX A** – PROPOSAL COVER PAGE |  |
| **APPENDIX B** – RESPONSIBLE BIDDER CERTIFICATION |  |
| **APPENDIX C** – QUALIFICATIONS and EXPERIENCE FORM |  |
| **APPENDIX D** – TERMS AND CONDITIONS FORM |  |
| **APPENDIX E** – COST PROPOSAL FORM |  |
| **APPENDIX F** – NON-DISCLOSURE AGREEMENT  **APPENDIX G** – SUBMITTED QUESTIONS FORM |  |
|  |  |
|  |  |
|  |  |
|  |  |

PUBLIC NOTICE

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**State of Maine**

**Department of Administrative and Financial Services**

**RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

The State of Maine is seeking proposals for a qualified vendor(s) to provide product warranty and after-warranty repair, support and maintenance of State-owned printers and scanners to include laser & inkjet printers, large format printers, plotters, scanners and multi-function printers.

A copy of the RFP and all related documents can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the Office of State Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on September 5, 2025. Proposals will be opened the following business day.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFP TERMS/ACRONYMS with DEFINITIONS**

The following terms and acronyms, as referenced in the RFP, have the meanings indicated below:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **Confidentiality** | Preserving authorized restrictions on information access and disclosure, including means for protecting confidential or sensitive information. A loss of confidentiality is the unauthorized disclosure of information. |
| **Department** | Department of Administrative and Financial Services |
| **PII (Personally Identifiable Information)** | Data that is maintained by an agency that could potentially identify a specific individual and needs to be protected in accordance with state and/or federal law, including (1) any information that can be used to distinguish or trace an individual‘s identity, such as name, social security number, date and place of birth, mother‘s maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information. |
| **PII Confidentiality Impact Level** | The PII confidentiality impact level—low, moderate, or high—indicates the potential harm that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. (NIST SP 800-122). PII is evaluated to determine its confidentiality impact levels, so that appropriate safeguards can be applied to the PII. |
| **RFP** | Request for Proposals |
| **Service Requester** | A State of Maine employee representing an agency with the authority to approve payment for requested services. |
| **State** | State of Maine |
| **State Data** | Any information originating with the State, regardless of form or medium of disclosure (e.g., verbal, observed, hard copy, or electronic) or source of information. It includes any information concerning the State’s information technology infrastructure, systems and software and procedures; and information originating with the State in the course of using and configuring the Services provided under the contract. It includes any sensitive information held by the State that may be protected from disclosure pursuant to a federal or state statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body. |

**State of Maine - Department of Administrative and Financial Services**

*Office of Information Technology*

**RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Administrative and Financial Services, Office of Information Technology (Department) is seeking proposals from qualified vendors to provide product warranty and after-warranty repairs, support, and maintenance of State-owned printers and scanners as defined in this Request for Proposal (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

The State of Maine has approximately 850 networked and stand-alone printers deployed at locations throughout the entire geographic area of Maine. These services will be used by the State to maintain and repair a large variety of State-owned printers and scanners including laser and inkjet printers, large format printers, plotters, scanners, and multi-function printers. The State seeks the best available pricing and user experience for these services.

The contract resulting from this RFP may also be used by other Maine public entities, at their option, including but not limited to the University of Maine System, The Maine Community College System, county governments, county emergency management units, district attorney offices, municipalities, and school systems.

1. **General Provisions**
   1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
   2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
   3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
   4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
   5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
   6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
   7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.mainelegislature.org%2Flegis%2Fstatutes%2F1%2Ftitle1sec401.html&data=05%7C02%7CJohn.F.Spier%40maine.gov%7C74b0a21ff26b425135b908dcde5d1600%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638629740077530255%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=yYGRZvqRpIJa6dPB35CzUZRcmiZ%2BMICiBNs0EIsJu78%3D&reserved=0) et seq.).  State contracts and information related to contracts, including bid submissions, are generally public records per FOAA.
   8. In the event that a Bidder believes any information that it submits in response to this RFP is confidential, it must mark that information accordingly, and include citation to legal authority in support of the Bidder’s claim of confidentiality.  In the event that the Department receives a FOAA request that includes submissions marked as confidential, the Department shall evaluate the information and any legal authority from the Bidder to determine whether the information is an exception to FOAA’s definition of public record.  If the Department determines to release information that a Bidder has marked confidential, it shall provide advance notice to the Bidder to allow for them to seek legal relief.
   9. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
   10. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Eligibility to Submit Bids**

All interested parties shall be HP and/or Canon authorized service providers.

1. **Contract Term**

The Department is seeking cost-efficient proposals to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. The dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for two (2) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | November 1, 2025 | October 31, 2027 |
| Renewal Period #1 | November 1, 2027 | October 31, 2029 |
| Renewal Period #2 | November 1, 2029 | October 31, 2030 |

1. **Number of Awards**

The Department anticipates making multiple awards based on geographic regions of the state as a result of this RFP process.

**PART II SCOPE OF SERVICES TO BE PROVIDED**

The warranty, repair, support, and maintenance services will be to State owned printers and scanners including laser and inkjet printers, large format printers, plotters, and multi-function printers.

1. **General Terms**
   1. Maintenance and service coverage will be from 8:00 AM until 5:00 PM Monday through Friday excluding [State of Maine holidays](https://www.maine.gov/bhr/state-employees/holiday-schedule).
   2. If the device is covered under warranty, the awarded Bidder will repair at no charge to the State.
   3. Service coverage includes the entire geographic area of the State of Maine.
   4. The awarded Bidder will supply stickers to place on covered devices identifying contact information and procedure for service calls.
   5. Service requests will be placed by agency personnel, not the OIT Service Desk.
   6. Service requester will provide the following information to the awarded Bidder:
      1. Agency (Department)
      2. Physical address of printer
      3. Make, model, and serial number of printer/scanners
      4. Issue with printer/scanner
      5. Contact person for access (Name, Phone, Email)
      6. Billing contact person: Name, phone, email
      7. Billing information: DO
   7. Call back response to a service request must be two (2) business hours or less.
   8. On-site response must be no later than the next business day.
   9. The awarded Bidder is authorized to make any repair with a total cost less than 50% of the cost of a comparable new printer. If the total cost of the repair is estimated to be more than 50% of the cost of a new printer, authorization from service requester must be obtained before the repair is completed, except where repairs will be covered under applicable warranty. In the event a repair is not authorized, and the awarded Bidder dispatched on-site personnel to evaluate the printer repair, the awarded Bidder will be compensated for the time used to estimate the cost of the repair at the same rates quoted in the awarded Bidder’s response to this RFP.
   10. The State will pay for service using Delivery Orders.
   11. In situations where a service call reveals that a network/system configuration problem might exist, the awarded Bidder may request assistance through the OIT Customer Service Center for problem resolution.
   12. The awarded Bidder must warranty all replacement parts for 90 days from installation. Further repairs on the same equipment required within 90 days of original repair shall be for parts only, unless the failure is related to faulty parts furnished in the original repair. In such case, both parts and labor will be at no charge.
   13. The awarded Bidder must furnish all staff, tools, materials, and equipment necessary to perform equipment warranty, repair, maintenance, and service outlined in this RFP.
   14. The awarded Bidder must provide model certified technical staff to repair and support any devices serviced as a result of the awarded contract.
   15. All work must be done in accordance with manufacturer standards.
   16. The awarded Bidder must clean the printer/scanner at the time of service. The awarded Bidder shall be wholly responsible for all damage caused or affiliated with this service.
   17. All repairs shall be performed on-site.
   18. Job sites must be clean and maintained in a safe manner.
   19. The contract resulting from this RFP is for printer/scanner warranty, repair and maintenance - not supplies or equipment purchases. Minor printer items, such as paper trays, may be purchased through the awarded contract.
   20. The awarded Bidder for Kennebec County must have Certified Technicians (support technicians) located within a four (4) hour travel time of Augusta, Maine to respond to system issues for scanners.
2. **Warranty Repair and Service**

The Awarded Bidder must provide warranty services if the device is covered under warranty.

* 1. If under warranty, the awarded Bidder will deal directly with the warrantor.

1. **Equipment**
   1. No printer, scanner or other multifunctional device procurements are part of this RFP.
   2. No supplies, other than those necessary to repair the device, can be purchased under the resulting contract(s).
2. **Metrics, Reporting and Dispatch**

The State desires to better understand the total cost of ownership for its fleet of printers and scanners by make, model, location, and use. The awarded Bidder must utilize the State of Maine ITSM tool (IFS Assyst) to record the following data for reporting purposes:

* + Service ticket number
  + Date of initial service call
  + Make, model and serial number of unit to be repaired/evaluated.
  + Date of initial response
  + Date of onsite service call
  + Type of service i.e., warranty, break-fix, maintenance, upgrade
  + Parts replaced if applicable.
  + Time and charges for service call
    - Labor cost
    - Parts cost
    - Total Cost
  + Date unit restored to full functionality

1. **Information Security**

MaineIT expects all Provider personnel to comply with the entire suite of I.T. policies [(<https://www.maine.gov/oit/policies-standards>](https://www.maine.gov/oit/policies-standards)). More specifically, all services must be performed using devices, accounts, authentication methods, and virtual private network, provisioned by the Department. Special attention must be paid to the following policies/procedures:

* 1. [Access Control Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-policy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=%2BI3wYM%2Fli1%2BYv48gnxz%2FVx017RzOPprNi6awoOF4flk%3D&reserved=0)
  2. [Access Control Procedures for Users](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-procedures-for-users.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=FaMuZx%2BS5VWC9yRcful5z3JU0M5LRR65nRnU4bPQdu0%3D&reserved=0)
  3. [Security Awareness Training](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SecurityAwarenessTrainingPolicy.pdf)
  4. [Rules of Behavior](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/RulesofBehavior.pdf)
  5. [User Device and Commodity Application Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/UserDeviceCommodityAppPolicy.pdf)
  6. [Network Device Management Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/NetworkDeviceManagementPolicy.pdf)
  7. [Mobile Device Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/MobileDevicePolicy.pdf)

The awarded Bidder staff may be required to pass a fingerprint-based background check, or tax check, if assigned to work on selected print equipment.

Prior to removal from State of Maine possession, all equipment storing confidential data must be sanitized following the “Purge” erase standard defined in [NIST Special Publication 800-88, Guidelines for Media Sanitation.](https://csrc.nist.gov/pubs/sp/800/88/r1/final)

**PART III KEY RFP EVENTS**

1. **Questions**
   1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
      1. Bidders and other interested parties should use **Appendix G** (Submitted Questions Form) for submission of questions. If used, the form is to be submitted as a WORD document.
      2. Questions must be submitted, by e-mail, and received by the RFP Coordinator identified on the cover page of the RFP as soon as possible but no later than the date and time specified on the RFP cover page.
      3. The RFP Number and Title must be included in the subject line of the e-mail containing the submitted questions. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
   2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

All amendments released in regard to the RFP will also be posted on the following website: [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

1. **Proposal Submission**
   1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
      1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
   2. **Delivery Instructions:** E-mail proposal submissions must be submitted to the Office of State Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
      1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
         1. Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.
      2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
      3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Bidders should work with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
      4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
   3. **Submission Format:**
      1. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202506080 Proposal Submission – [Bidder’s Name]”**
      2. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Responsible Bidder Certification)

All required eligibility documentation stated in PART IV, Section I.

* **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

**Appendix C** (Qualifications and Experience Form) and all required information and attachments stated in PART IV, Section II.

* **File 3 [Bidder’s Name] – Proposed Services:**

*PDF format preferred*

**Appendix D** (Terms and Conditions) and all required information and attachments stated in PART IV, Section III.

* **File 4 [Bidder’s Name] – Cost Proposal:**

*PDF format preferred*

**Appendix E** (Cost Proposal Form) and all required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

Bidders’ proposals must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Bidders must include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information** (File #1)

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Responsible Bidder Certification**

Bidders must complete **Appendix B** (Responsible Bidder Certification). The Responsible Bidder Certification must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Eligibility Requirements**

Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes:

* A copy of the HP Authorized Service Center certification
* A copy of the Canon Authorized Service Center certification
* A copy of any additional manufacturer’s certifications the bidder is authorized to provide warranty service for

**Section II Organization Qualifications and Experience** (File #2)

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three (3) examples of projects which demonstrate their experience and expertise in performing these services, as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Subcontractors**

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an organizational chart.  The organizational chart must include the project being proposed.  Each position must be identified by position title and corresponding to the personnel job descriptions.

* 1. **Litigation**

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

* 1. **Financial Viability**

Bidders must provide the following information for each of the past three tax years:

* + 1. Balance Sheets
    2. Income (Profit/Loss) Statements
  1. **Licensure/Certification**

Bidders may provide documentation of any applicable licensure/certification or specific credentials that are related to providing the proposed services of the RFP.

* 1. **Certificate of Insurance**

Bidders must provide a certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

**Section III Proposed Services** (File #3)

* 1. **Services to be Provided**

Bidders must complete Appendix D Terms and Conditions.

Bidder must indicate any exceptions to covering the warranty service

**Section IV Cost Proposal** (File #4)

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period starting November 1, 2025, and ending on October 31, 2030.
     2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
     3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
  2. **Cost Proposal Form Instructions**

Bidders must fill out **Appendix E** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in disqualification or reduction in scoring of the cost proposal, at the discretion of the Department.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process – General Information**
   1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
   2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
   3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations.
   4. Changes to proposals, including updating or adding information, will not be permitted during any portion of the evaluation process. Therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
   1. **Scoring Weights:** Proposal scores will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria:

|  |  |  |
| --- | --- | --- |
| **Section I.** | **Preliminary Information**  Proposal materials to be evaluated in this section: all elements addressed in Part IV, Section I of the RFP. | **(No Points – Eligibility Requirements)** |
| **Section II.** | **Organization Qualifications and Experience** Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section II of the RFP. | **(40 points)** |
| **Section III.** | **Proposed Services**  Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section III of the RFP. | **(30 points)** |
| **Section IV.** | **Cost Proposal**  Proposal materials to be evaluated in this section:all elements addressed above in Part IV, Section IV of the RFP. | **(30 points)** |

* 1. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, if applicable, the evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section IV, the Cost Proposal, will be scored as described below.
  2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 30 points. Proposals with higher bid values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 30 = pro-rated score

No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

1. **Selection and Award**
   1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
   2. Notification of conditional award selection or non-selection will be made in writing by the Department.
   3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
   4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

Any person aggrieved by the award decision that results from the RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](http://www.mainelegislature.org/legis/statutes/5/title5sec1825-E.html) and [18-554 Code of Maine Rules Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120).  The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of conditional contract award.

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
   1. The awarded Bidder will be required to execute an [IT Service Contract (IT-SC) with Confidentiality and Non-Disclosure Agreement (NDA)](https://www.maine.gov/dafs/bbm/procurementservices/forms)including appropriate riders as determined by the issuing department. Bidders shall carefully review the IT-SC.

*All exceptions will be negotiated between the awarded Bidder(s) and the State. The State will not accept any proposed exceptions as part of this RFP process. The State is not obligated to accept, negotiate, or compromise of any proposed exceptions.*

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the Office of State Procurement Services’ website at the following link: [Office of [State Procurement Services Forms Page](https://www.maine.gov/dafs/bbm/procurementservices/forms).](https://www.maine.gov/dafs/bbm/procurementservices/forms)

* 1. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, [Chapter 110, § 3(B)(i)](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110).)

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

* 1. The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFP may need to be adjusted, if necessary, to comply with mandated requirements.
  2. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the State of Maine.

1. **Standard State Contract Provisions**
   1. Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

* 1. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

**PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Responsible Bidder Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Terms and Conditions Form

**Appendix E** – Cost Proposal Form

**Appendix F** – Non-Disclosure Agreement

**Appendix G** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Administrative and Financial Services**

**PROPOSAL COVER PAGE**

**RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | | |
| **Chief Executive - Name/Title:** | |  | | |
| **Tel:** |  | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | |
| **Headquarters City/State/Zip:** | |  | | |
| *(Provide information requested below if* ***different*** *from above)* | | | | |
| **Lead Point of Contact for Proposal - Name/Title:** | |  | | |
| **Tel:** |  | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | |
| **Headquarters City/State/Zip:** | |  | | |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting contract with the Department if they are awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Department of Administrative and Financial Services**

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
   1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
   2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*
6. *Is not a foreign adversary business entity (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*).*
7. *Is not on the list of prohibited companies (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*) or does not obtain or purchase any information or communications technology or services included on the list of prohibited information and communications technology and services* [*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies) *(Title 5 §2030-B).*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX C**

**State of Maine**

**Department of Administrative and Financial Services**

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Present a brief statement of qualifications. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.** |
|  |

|  |
| --- |
| **Provide a description of projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Contract history with the State of Maine, whether positive or negative, may be considered in evaluating proposals even if not provided by the Bidder.** |

|  |  |
| --- | --- |
| **Project One** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

|  |  |
| --- | --- |
| **Project Two** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

|  |  |
| --- | --- |
| **Project Three** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

**APPENDIX D**

**State of Maine**

**Department of Administrative and Financial Services**

**Terms and Conditions**

**RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

|  |  |  |  |
| --- | --- | --- | --- |
| **Bidder agrees to the following general terms by checking the appropriate “Yes” or “No” box** | | **Yes** | **No** |
| **1.** | Bidder will repair at no charge to the State all device services covered under the manufacturer’s warranty. |  |  |
| **2.** | Bidder agrees to provide maintenance and service coverage from 8:00 AM until 5:00 PM Monday through Friday excluding [State of Maine holidays](https://www.maine.gov/bhr/state-employees/holiday-schedule). |  |  |
| **3.** | Bidder agrees to two (2) business hours or less call-back response to a service request. |  |  |
| **4.** | If Bidder selects Kennebec county below they agree to have Certified Technicians (support technicians) located within a four (4) hour travel time of Augusta, Maine to respond to system issues for scanners. |  |  |
| **5.** | Bidder agrees to provide a next business day on-site response to the geographic areas indicated below:  Androscoggin  Aroostook  Cumberland  Franklin  Hancock  Kennebec  Knox  Lincoln  Oxford  Penobscot  Piscataquis  Sagadahoc  Somerset  Waldo  Washington  York |  |  |
| **6.** | Bidder will supply stickers to place on covered devices identifying contact information and procedure for service calls. |  |  |
| **7.** | Bidder agrees any repair with a total cost less than 50% of the cost of a comparable new printer is authorized. If the total cost of the repair is estimated to be more than 50% of the cost of a new printer, authorization from the service requester must be obtained before the repair is completed, except where repairs will be covered under applicable warranty. In the event a repair is not authorized, and the awarded Bidder dispatched on-site personnel to evaluate the printer repair, the awarded Bidder will be compensated for the time used to estimate the cost of the repair at the same rates quoted in the awarded Bidder’s response to this RFP. |  |  |
| **8.** | Bidder agrees the State will pay for service using Delivery Orders. |  |  |
| **9.** | Bidder agrees that in situations where a service call reveals that a network/system configuration problem might exist, the awarded Bidder will request assistance through the OIT Customer Service Center for problem resolution. |  |  |
| **10.** | Bidder agrees to warranty all replacement parts for 90 days from installation. Further repairs on the same equipment required within 90 days of original repair shall be for parts only, unless the failure is related to faulty parts furnished in the original repair. In such case, both parts and labor will be at no charge. |  |  |
| **11.** | Bidder agrees to furnish all staff, tools, materials, and equipment necessary to perform equipment warranty, repair, maintenance, and service outlined in this RFP. |  |  |
| **12.** | Bidder agrees to provide make/model certified technician to repair and support any devices serviced as a result of the awarded contract. |  |  |
| **13** | Bidder agrees all work must be done in accordance with manufacturer standards. |  |  |
| **14.** | Bidder agrees to clean the printer/scanner at the time of service. The awarded Bidder shall be wholly responsible for all damage caused or affiliated with this service. |  |  |
| **15.** | Bidder agrees all repairs shall be performed on-site. |  |  |
| **16.** | Bidder agrees to keep all job sites clean and maintained in a safe manner. |  |  |
| **17.** | Bidder agrees the contract resulting from this RFP is for printer/scanner warranty, repair and maintenance, and does not include the purchase of supplies or equipment. Minor printer items, such as paper trays, may be purchased through the awarded contract. |  |  |
| 1. **Warranty Repair and Service** | | 1. **Yes** | 1. **No** |
|  | Bidder agrees to repair all device services covered under the manufacturer’s warranty at no cost to the State. |  |  |
|  | Bidder agrees that if the devices are under warranty, they will deal directly with the warrantor. |  |  |
|  | Bidder must indicate which manufacturer’s products/lines for which bidder is authorized to provide warranty service.  HP  Canon  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |
|  | Bidder agrees to specify the method used to determine if a product is covered by the manufacturer's warranty. |  |  |
|  | Does the Bidder have any warranty service exceptions? |  |  |
| 1. **Equipment** | | 1. **Yes** | 1. **No** |
|  | Bidder agrees no printer, scanner or other multifunctional device procurements are part of this RFP. |  |  |
|  | Bidder agrees no supplies, other than those necessary to repair the device can be purchased under the resulting contract(s). |  |  |
| 1. **Metrics, Reporting and Dispatch** | | 1. **Yes** | 1. **No** |
| **3.** | Bidder agrees to utilize the State of Maine ITSM tool to accurately record the following data for reporting purposes.  Service ticket number  Date of initial service call  Make, model and serial number of unit to be repaired/evaluated.  Date of initial response  Date of onsite service call  Type of service i.e., warranty, break-fix, maintenance, upgrade  Parts replaced if applicable.  Time and charges for service call  Labor cost  Parts cost  Total Cost  Date unit restored to full functionality |  |  |
| 1. **Information Security** | | 1. **Yes** | 1. **No** |
| **1.** | Bidder agrees all Provider personnel will comply with the entire suite of I.T. policies ([(<https://www.maine.gov/oit/policies-standards>](https://www.maine.gov/oit/policies-standards)). |  |  |
| **2.** | Bidder agrees all services must be performed using devices, accounts, authentication methods, and virtual private network, provisioned by the Department. |  |  |
| Special attention must be paid to the following policies/procedures: | | | |
| **3.** | Bidder agrees to [Access Control Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-policy.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=%2BI3wYM%2Fli1%2BYv48gnxz%2FVx017RzOPprNi6awoOF4flk%3D&reserved=0) |  |  |
| **4.** | Bidder agrees to [Access Control Procedures for Users](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-procedures-for-users.pdf&data=04%7C01%7CPatrick.J.Williams%40maine.gov%7Ce1dfbce4c21a4865da7e08d9fbaa1d6c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C637817530325341336%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=FaMuZx%2BS5VWC9yRcful5z3JU0M5LRR65nRnU4bPQdu0%3D&reserved=0) |  |  |
| **5.** | Bidder agrees to [Security Awareness Training](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SecurityAwarenessTrainingPolicy.pdf) |  |  |
| **6.** | Bidder agrees to [Rules of Behavior](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/RulesofBehavior.pdf) |  |  |
| **7.** | Bidder agrees to [User Device and Commodity Application Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/UserDeviceCommodityAppPolicy.pdf) |  |  |
| **6.** | Bidder agrees to [Network Device Management Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/NetworkDeviceManagementPolicy.pdf) |  |  |
| **8.** | Bidder agrees to [Mobile Device Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/MobileDevicePolicy.pdf) |  |  |
| **9.** | Bidder agrees staff may be required to pass a fingerprint-based background check, or tax check, if assigned to work on selected print equipment. |  |  |
| **10.** | Bidder agrees prior to removal from State of Maine possession, all equipment storing confidential data must be sanitized following the “Purge” erase standard defined in NIST Special Publication 800-88, Guidelines for Media Sanitation. |  |  |

**APPENDIX E**

**State of Maine**

**Department of Administrative and Financial Services**

**COST PROPOSAL FORM**

**RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| Table E.1.2 Grand Total: | **$** |
| Table E.2.2 Grand Total: | **$** |
| **Total Proposed Cost:** | **$** |

Instructions: Fill out the tables below. Insert the grand total of Table E.1.2 and Table E.2.2 into the tables above. The sum of these two lines should be inserted into the Proposed Cost line. This Total Proposed Cost will be used for the cost scoring formula.

**D.1 PRINTER REPAIR COSTS:**

**TABLE E.1.1** Complete table based on rate for each item listed. Identify if rate is a Per Call cost or a Per Hour cost.

|  |  |  |
| --- | --- | --- |
|  | **Fixed Rate** | **Description: Is cost based on hourly rate or per call rate?** |
| 1. Service Call (check unit of cost) |  | Per hour  Per call |
| 2. Travel Time if billed - one way only (check unit of cost) |  | Per hour  Per call |
| 3. Parts Pricing |  | % Discount off MSRP |
| 4. Other (describe): |  |  |

**TABLE D.1.2** Based on information in the Printer Repair Scenarios table, identify the cost of each service request in this table. The Grand Total will be included in the amount used in the scoring formula.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Repair in Augusta | Repair in Presque Isle | Repair in Portland | Repair in Waterville |
| 1. Service Call Charge: |  |  |  |  |
| 2. Travel Charge (if billed): |  |  |  |  |
| 3. Parts Charge (describe): |  |  |  |  |
| 4. Other charges (if applicable) |  |  |  |  |
| TOTAL CUSTOMER CHARGE (sum of each repair column) |  |  |  |  |
| **GRAND TOTAL of ALL CUSTOMER CHARGES**  **(sum of all total charges)** | | | $ | |

|  |  |
| --- | --- |
| **Printer Repair Scenarios** | |
| Augusta | A customer calls in on an HP LaserJet Pro MFP M428fdn with a complaint of lines showing on printed pages. Repair is to replace the fuser with a new one. Travel time: 45 minutes; repair time: 1 hour  Describe how cost was calculated: |
| Presque Isle | A customer calls in on an HP LaserJet Pro 400 Color M451dn with a complaint of pages jamming. Repair is to clean printer and replace feed rollers. Travel time: 120 minutes; repair time: 30 minutes  Describe how cost was calculated: |
| Bangor | A customer calls reporting a “transfer kit required” message on their HP LaserJet 4300. The repair is to install a new transfer kit. Travel time: 90 minutes; repair time: 45 minutes  Describe how cost was calculated: |
| Portland | A customer calls reporting a “maintenance kit required” message is displayed on their HP LaserJet P4014.  The repair is to install a new maintenance kit. Travel time: 30 minutes; repair time: 2 hours  Describe how cost was calculated: |

**TABLE D.1.3: Describe** how the Bidder is proposing to minimize travel costs for service calls.

|  |
| --- |
|  |

**D.2 SCANNER REPAIR COSTS:**

**TABLE D.2.1** Complete table based on rate for each item listed. Identify if rate is a Per Call cost or a Per Hour cost.

|  |  |  |
| --- | --- | --- |
|  | **Fixed Rate** | **Description: Is cost based on hourly rate or per call rate?** |
| 1. Service Call (check unit of cost) |  | Per hour  Per call |
| 2. Travel Time if billed - one way only (check unit of cost) |  | Per hour  Per call |
| 3. Parts Pricing |  | % Discount off MSRP |
| 4. Other (describe): |  |  |

**TABLE D.2.2** Based on information in the Scanner Repair Scenarios table, identify the cost of each service request in this table. The Grand Total will be included in the amount used in the scoring formula.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Repair in Augusta | Repair in Presque Isle | Repair in Portland | Repair in Waterville |
| 1. Service Call Charge: |  |  |  |  |
| 2. Travel Charge (if billed): |  |  |  |  |
| 3. Parts Charge (describe): |  |  |  |  |
| 4. Other charges (if applicable) |  |  |  |  |
| TOTAL CUSTOMER CHARGE (sum of each repair column) |  |  |  |  |
| **GRAND TOTAL of ALL CUSTOMER CHARGES**  **(sum of all total charges)** | | | $ | |

|  |  |
| --- | --- |
| **Scanner Repair Scenarios** | |
| Augusta | A customer has a Canon DR-G1100 which is making a very loud noise and needs the motor replaced. Travel time: 15 minutes; repair time: 1 hour  Describe how cost was calculated: |
| Presque Isle | A customer has a Canon imageFormula DR-G2090 which is not scanning properly and needs the feed mechanism fixed. Travel time: 2 hour 45 minutes; repair time: 45 minutes  Describe how cost was calculated: |
| Bangor | A customer has a Canon DR1100G that has a scratch on the lens and needs a replacement lens. Travel time: 1 hour; repair time: 2 hours  Describe how cost was calculated: |
| Portland | A customer calls reporting paper feed issues with their Canon imageFORMULA DR-C130 Scanner. The repair is to install a roller maintenance kit. Travel time: 75 minutes; repair time: 35 minutes  Describe how cost was calculated: |

**TABLE D.2.3: Describe** how the Bidder is proposing to minimize travel costs for service calls.

|  |
| --- |
|  |

**APPENDIX F**

**State of Maine**

**Department of Administrative and Financial Services**

**NON-DISCLOSURE AGREEMENT**

**RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

****

**APPENDIX G**

**State of Maine**

**Department of Administrative and Financial Services**

**SUBMITTED QUESTIONS FORM**

**RFP# 202506080**

**Repair & Maintenance of State-Owned Printers and Scanners**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

If a question is not related to any section of the RFP, enter “N/A” under the RFP Section & Page Number. Add additional rows as necessary.

|  |  |
| --- | --- |
| **Organization Name:** |  |

|  |  |
| --- | --- |
| **RFP Section & Page Number** | **Question** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |