



## Notice of Request for Proposals

### Multifunction Printer Services RFP No. 2023-14-11

Notice is hereby given that ISANA Academies (hereinafter referred to as "ISANA") is requesting proposals for Multifunction Printer service and related support services (hereinafter referred to as Proposer[s]) to provide ISANA with multifunction printer services for six (eleven campus locations) of its charter schools and central administrative office.

Proposers should not construe from this notice that ISANA intends to enter into a contract with the Proposer unless, in the opinion of ISANA, it is in the best interest of ISANA to do so. ISANA reserves the right to negotiate final contractual terms with the successful Proposer.

The Request for Proposal (RFP) documents are available at ISANA's Web site at <http://www.isana.org>.

To request the RFP documents by e-mail, please contact:

Joe Ortiz, [jortiz@isana.org](mailto:jortiz@isana.org)  
3580 Wilshire Blvd., Suite 1130  
Los Angeles, CA 90010

ISANA will record and provide answers to any questions or requests for clarifying information about the RFP through November 30, 2023]. All questions should be sent via email to Joe Ortiz, ([jortiz@isana.org](mailto:jortiz@isana.org)) and cc to John Vargas, ([jvargas@isana.org](mailto:jvargas@isana.org)) with the email subject line – **"Multifunction Printer Services RFP No. 2023-14-11"**. Responses to all questions received through November 27, 2023, will be posted online on or before 5:00 p.m. on November 30, 2023.

Proposers must submit written proposals via email, which should be labeled in the subject line:

**"Multifunction Printer Services RFP No. 2023-14-11"**

Addressed to:

Joe Ortiz, [jortiz@isana.org](mailto:jortiz@isana.org)  
Cc Email: [jvargas@isana.org](mailto:jvargas@isana.org)

ISANA will accept all proposals received on or before December 5, 2023. Except for unusual circumstances as determined by ISANA, ISANA will not accept proposals received after this date.

ISANA reserves the right to reject all proposals and waive any errors or corrections in a proposal or the proposal process. ISANA will award the contract based on a review and analysis of the proposals that determine which proposal best meets the needs of ISANA. Following the review and analysis of all responsive proposals, ISANA staff will make a recommendation to the ISANA Board of Directors at a duly noticed board meeting. The ISANA Board of Directors is responsible for selecting the schools' provider of multifunction printer (MFP) and related services.

**REQUEST FOR PROPOSAL for  
Multifunction Printer Services**

RFP No. 2023-14-11  
Multifunction Print Services

by

ISANA ACADEMIES

ADDRESS ALL PROPOSALS VIA EMAIL TO:

Joe Ortiz

ISANA ACADEMIES  
3580 Wilshire Blvd. Suite 1130  
Los Angeles, CA 90010

[jortiz@isana.org](mailto:jortiz@isana.org)

Cc Email: [jvargas@isana.org](mailto:jvargas@isana.org)

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## Introduction/Purpose of Solicitation

The purpose of this Request for Proposal (RFP) is to enter into a contract with a provider of multifunction print services and related services (collectively referred to herein as "Provider") that will provide ISANA Academies (hereinafter referred to as "ISANA") with assistance in the operation of ISANA's network of California public charter schools. The Provider will provide services to ISANA as described in **RFP Exhibit 1, Scope of Work**.

Since the first ISANA charter school opened in 2005 in Los Angeles, each school has been an anomaly in the community it serves because of its sustained academic success. ISANA enters communities continually impacted by high crime rates, high unemployment rates, and poverty. It brings its culture of academic rigor, engaging curriculum, and high expectations to students who may have never had high expectations set for them. ISANA has earned a reputation for creating an atmosphere of academic excellence and a true learning community for families. The ISANA educational program is designed to meet the needs of all pupils. Still, it is specifically tailored to respond to its target population of primarily at-risk and historically underperforming and underserved students. Thousands of traditionally underserved public school families continue to choose ISANA schools because ISANA is an institution for high-quality student learning that strives to operate with integrity and transparency.

Through this RFP, ISANA seeks to promote open and free competition consistent with applicable federal and state laws and standards.

Outlined below are examples of basic competitive bidding standards ISANA will use in the issuance of this RFP:

ISANA is soliciting competitive proposals to secure public objectives most effectively and avoid the possibilities of fraud, collusion, etc.

ISANA released this RFP to benefit ISANA and not the Proposers.

Fulfillment of RFP specifications is based on complete and fair competition and acceptance by ISANA of the most responsive and responsible Proposer to ISANA's requirements, as determined by ISANA when evaluating proposals based on the criteria contained in the RFP.

The RFP provides a basis for full and fair competition among Proposers to a common standard, free of restrictions that tend to stifle competition.

The above four points are for illustrative purposes only.

To respond to this RFP, interested Providers must present evidence of experience, ability, and financial standing necessary to meet the requirements stated in this RFP. ISANA staff will measure this evidence by scoring the proposals, using a point system that will rank each proposal from highest to lowest, to determine which proposals they will consider for the award of a contract.

To be competitive in this solicitation, the Proposer must:

Carefully read the entire RFP, attachments, exhibits, addenda, and ISANA responses to questions before submitting a proposal.

Ask appropriate questions or request clarification.

Submit all required responses by the deadlines.

Follow all instructions and requirements of the RFP thoroughly and appropriately.

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other errors in this RFP, the Proposer shall immediately notify ISANA of the error in writing and request clarification or a modification of the RFP. If the Proposer fails to notify ISANA of the error before the date for submission of proposals and is awarded the contract, the Proposer shall not be entitled to additional compensation or time because of the error or its later correction.

**Schedule of Events for**  
RFP No. 2023-14-11  
Multifunction Printer (MFP) Services

Release of RFP	November 14, 2023
Questions due	November 27, 2023
Posting of Question Responses	November 30, 2023
Proposals due date	December 5, 2023
Proposals Evaluated	December 7, 2023
Anticipated Board Approval	Week of December 11, 2022

ISANA will make every effort to adhere to the schedule. However, ISANA reserves the right to amend the schedule as necessary and will post a notice of any amendment at [www.isana.org](http://www.isana.org).

## General Instructions for Proposers

Prepare proposals simply and economically. Provide a straightforward concise description of the Proposer's capability to satisfy ISANA's requirements. Emphasis should be placed on completeness and clarity of content.

Submit proposals for the performance of all the services described within this RFP.

**Proposal terms shall include 36, 48, and 60-month term options.** The term's initial start date will commence after all multifunction print devices are installed and operational. The start date may be flexible based on the Proposer's availability and acceptance of ISANA.

Proposers are requested to provide one bid that includes ALL 6 schools (11 campus locations) and the central administrative office (12 sites).

Provider must be able to provide evidence of Commercial General Liability Insurance and Worker's Compensation insurance coverage and name ISANA as additionally insured.

ISANA may reject a proposal if the proposal is conditional or incomplete, deemed nonresponsive, or if it contains any alterations of form or other irregularities of any kind. ISANA may reject any or all proposals or waive any immaterial deviation in a proposal. ISANA's waiver of an immaterial deviation shall not modify the RFP document or excuse the Proposer from full compliance with all other requirements if awarded the contract.

Proposers are responsible for developing proposals and shall not charge ISANA for any preparation or associated costs.

Proposers may modify their proposal after submission by withdrawing the original proposal and resubmitting a new proposal before the submission deadline.

Proposers may withdraw their proposal by submitting a written withdrawal request to ISANA, signed by the Proposer or their authorized agent, through the contact person named in the "Contact Information" provided on page ii of this RFP. Thereafter, a Proposer may submit a new proposal before the proposal submission deadline. Proposers may not withdraw their proposal without cause after the proposal submission deadline.

ISANA may modify the RFP before the date given for submission of proposals by posting an addendum on [www.isana.org](http://www.isana.org).

**ISANA reserves the right to reject all proposals for any reason and at ISANA's discretion. ISANA is not required to award a contract.**

ISANA will not consider more than one proposal from an individual, firm, partnership, corporation, or association under the same or different names. Reasonable grounds for believing that any Proposer has submitted more than one proposal for work contemplated herein will cause ISANA to reject all proposals submitted by the Proposer. If there is reason to believe that collusion exists among the Proposers, ISANA will not consider any of the participants of such collusion in this or future solicitations.

Additional charges for regular or express delivery, parcel post, packing, cartage, insurance, license fees, permits, or any other purpose shall be included (and separately identified) in the proposal.

All proposals should include the forms provided as attachments to this RFP. Proposers may copy these forms. A proposal is considered responsive if it follows the required format, includes all attachments, and meets all deadlines and other requirements outlined in this RFP.

Proposers are responsible for examining the entire RFP package, seeking clarification for any item or requirement that may not be clear to them, and checking all responses in their proposal for accuracy before submitting it.

Proposers may submit their questions regarding the information presented in this RFP to Joe Ortiz, [jortiz@isana.org](mailto:jortiz@isana.org), and Cc email: [jvargas@isana.org](mailto:jvargas@isana.org) through November 27, 2023. ISANA will answer all questions received by the deadline in writing without exposing the query source. Responses to all questions received through this date will be posted online on or before 5:00 p.m. on November 30, 2023.

ISANA representatives reserve the right to request to inspect a Proposer's operations before any award of a contract.

ISANA reserves the right to negotiate the final terms and conditions of the contract, which may differ from those contained in the proposal, provided ISANA considers such negotiation to be in its best interest.

Proposers should submit a proposal via email by December 5, 2023:

The Proposer must ensure the email copy is complete and includes all materials, including any required signatures.

The proposal cover page should be marked legibly with ISANA's RFP number and title and ISANA name and address, as shown in the following example:

**Proposal—Custodial Services [RFP No. 2023-14-11]**  
[Enter Multifunction Print Services Provider Name Submitting RFP]  
for  
ISANA Academies  
Submitted to:  
Joe Ortiz, ISANA Academies [jortiz@isana.org](mailto:jortiz@isana.org)  
CC: [jvargas@isana.org](mailto:jvargas@isana.org)



## Proposal Requirements

To be eligible for evaluation, a proposal should adhere strictly to the format set forth below; failure to do so may result in disqualification. Proposers should complete, label, and separate each section, and number all pages. The content and sequence of the proposal will be as follows:

### Section Title

Cover Letter  
Table of Contents  
Attachments Checklist  
Minimum Qualifications  
Proposal Questionnaire  
Proposer References  
Authorization Agreement  
Fee Proposal

### Cover Letter

Only the individual(s) authorized to bind the Proposer contractually may sign the cover letter, which shall be a part of the proposal package. ISANA may reject the proposal if the Proposer fails to include the following information:

- Name and address of responding company
- Organizational structure of the responding company (e.g., corporation, partnership, etc.)
- Proposer's Federal Employee Identification Number and Corporate Identification Number, if applicable
- Name, title, phone number, and e-mail address of the representative who will be designated as the primary liaison to ISANA
- Name, title, phone number, and e-mail address of the representative(s) authorized to bind the Proposer in a contract if different from the primary liaison
- A statement expressing the Proposer's willingness to perform the services described in this RFP
- A statement expressing the Proposer's ability to perform the services required in the Scope of Work, including the availability of staff and other required resources to meet all deliverables as described in this RFP

A statement regarding the Proposer's proprietary information; if applicable, the Proposer must clearly mark in the upper right-hand corner those pages to be considered proprietary (Note: The Proposer cannot consider the entire proposal to be proprietary)

The following certification:

By signing this cover letter, I (we) certify that the information in this proposal is accurate and that all attachments required to be submitted as part of the proposal are certified to be true and binding upon our company.

### **Table of Contents**

Immediately following the cover letter, include a comprehensive Table of Contents that lists all submitted proposal sections, subsections, attachments, and materials.

### **Attachments Checklist**

The Proposer shall include all documents identified in the Attachments Checklist (Attachment A). ISANA may reject proposals that do not include the proper required attachments.

### **Minimum Qualifications**

ISANA will only consider Proposers that meet all minimum qualifications (as listed in Attachment B).

### **Proposal Questionnaire**

The Proposal Questionnaire (Attachment C) is intended to provide ISANA with specific information concerning the Proposer's capability to provide services as described in this RFP. Proposers should limit their responses to the number of pages noted in the questionnaire and answer each question in the same order.

### **Proposer References**

Proposers must provide three references on the Proposer References form (Attachment D). ISANA reserves the right to contact any of the references listed and retains the right to conduct reference checks with individuals and entities beyond those listed.

### **Authorization Agreement**

The Proposer or their authorized representative must sign the Authorization Agreement (Attachment E) and return it with the proposal package.

### **Fee Proposal**

The Proposer must complete the Fee Proposal (Attachment F) and return it with the proposal package.

## **Licenses & Insurance**

Proposer must add copies of all licenses, certificates and authorizations needed to provide the solicited services. Proposer must also provide evidence and copies of liability insurance and all other needed insurance cover for the entity and agree to name ISANA as additional insured.

## Evaluation of Proposals

Proposals will be opened on or after the date and time specified in the Schedule of Events. During the evaluation process, ISANA may ask Proposers to clarify information in the proposals, but Proposers may not change their proposals.

An error in the proposal may cause ISANA to reject it; however, ISANA may, at its sole discretion, retain the proposal and make certain corrections. When determining if a correction will be made, ISANA will consider the proposal's conformance to the format and content required by the RFP and that the Proposer's intent is established based on a review of the whole proposal.

ISANA will open proposals to determine if they contain all the required information per this RFP. ISANA will evaluate qualifying proposals using the following factors (listed in no particular order):

**Administrative Requirements:** Did the Proposer include all the required information per the General Instructions and Proposal Requirements?

**Experience:** Did the Proposer demonstrate experience with school multifunction print services? Does the Proposer have the requisite capability and experience, as measured by performance record, years in the industry, client retention and satisfaction, and references?

**Capacity:** Based on the Proposal Questionnaire responses and the Cover Letter, did the Proposer demonstrate a complete understanding of ISANA's service requirements, as described in the RFP and the Scope of Work, and can the Proposer perform those services to ISANA's satisfaction?

**Reputation:** Has the Proposer demonstrated a track record of providing high-quality, professional, and timely customer service and provided positive references?

**Cost:** Does the Proposer offer the requested services described in the RFP and the Scope of Work competitively?

ISANA staff will recommend to the ISANA Board awarding the contract to the most responsive and responsible Proposer based on the factors above.

**ATTACHMENTS**

**Attachment A**

Attachments Checklist

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Proposer Company Name

Please complete this checklist to confirm that the items listed below have been included in your proposal. Place a checkmark or "x" next to each item submitted to ISANA. For your proposal to be considered, all required attachments must be returned, including this checklist. Submit one copy of your proposal in a sealed package.

<b>Section</b>	<b>Title</b>
1	Cover Letter
2	Table of Contents
3	Attachments Checklist
4	Minimum Qualifications
5	Proposal Questionnaire
6	Proposer References
7	Authorization Agreement
8	Service and Fee Proposal

## **Attachment B**

### **Minimum Qualifications**

A Proposer must meet all the following minimum qualifications to ISANA's satisfaction to be given further consideration. Failure to satisfy any of the minimum qualifications may result in the immediate rejection of the proposal.

As of October 31, 2023, both the Proposer's company and its key personnel meet all the following minimum qualifications:

1. The Proposer has at least three years of experience providing multifunction print services to private and public institutions like ISANA.

Yes                  No

2. The Proposer has experience serving schools.

Yes                  No

3. The Proposer has professional references that demonstrate and evidence the ability to perform the required services.

Yes                  No

4. The Proposer is licensed to do business in California.

Yes                  No

## **Attachment C**

### **Proposal Questionnaire**

This proposal questionnaire is intended to provide ISANA with specific information concerning the Proposer's capability to provide services as described in the RFP. Please be concise and limit your responses to no more than two pages per question unless instructed otherwise. Type each question in the same order as listed in the questionnaire.

Provide a general description of your company's qualifications and experience relevant to the minimum qualifications in Attachment B, along with any necessary substantiating information. Limit your responses to information about your company's capabilities.

Provide a statement indicating the year your company was founded, the primary business(es) is(are), and the length of time the company has been providing multifunction printers and related services as described in this RFP. In addition, provide the duration and extent of experience the company has with similar services.

Provide a general description of your company's experience with California charter schools or other related educational institutions.

Provide a general description of how your company will be able to provide the experience, ability, and financial standing necessary to meet the requirements outlined in this RFP.

Provide a complete list of organizations or schools that have discontinued or terminated your company's services in the last three years and the reason(s) why.

Provide an organization chart for your company, a description of the lines of communication, and the responsibilities at each company level.

Describe the organization's structure (Corporation, LLC, sole proprietor). If the organization has a franchise-based structure, please describe it.

Provide a recommended transition plan that describes the steps the Proposer will take to begin providing the services described in this RFP.

## Attachment D

### Proposer References

List at least three references to which the Proposer has provided multifunction printer services within the past two years.

Reference 1		
Name of Reference		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		
Reference 2		
Name of Reference		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		
Reference 3		
Name of Reference		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		



## Attachment E

### Authorization Agreement

Request for **Proposal for Multifunction Print Services RFP No. 2023-14-11**

We, [Enter Company Name], by our signature on this document, certify the following:

That we will operate in accordance with all applicable California state and federal laws, regulations, and statutes.

That the terms, conditions, warranties, and representations made within this RFP and our proposal shall be binding upon us and shall be considered a part of the contract as if incorporated therein.

That the proposal submitted is a firm and irrevocable offer good for one year, with yearly renewal options.

That we have made examinations and verifications and are fully conversant with all conditions under which services are to be performed for ISANA.

That negligence in the preparation or presentation of, errors in, or omissions from proposals shall not relieve us from fulfilling any obligations and requirements in the resulting contract.

Company Name:

Address:

City:

State:

Zip:

Email Address:

Web Site Address:

Name of Authorized Representative:

Title of Authorized Representative:

Signature of Authorized Representative

Date Signed:

## **Attachment F**

### **Fee Proposal**

Please make careful note of the following points about the rate requirements:  
ISANA seeks a multifunction printer proposal lease breakdown for 36, 48, and 60-month terms that include all ISANA campuses and its central office (12 locations listed in this RFP).

You must provide details on which services are included in your proposal. You must indicate what services require additional billing (i.e., installation, toner, device parts, staples, service calls, etc.). Please provide rates for additional services not covered in your proposal. We realize that each business may handle this differently.

Providers are invited to offer in their proposal value-added discounts (e.g., discount if all sites are awarded to the proposer, speed to pay discounts for specific payment terms, etc.).

### **COST BREAKDOWN**

Please include lease billing frequency (weekly, monthly, etc.), and cost per page for color and monochrome. In addition, please indicate lease maturity options, buyout cost, automatic renewal term if not canceled in writing, device removal costs, etc.

**RFP EXHIBIT 1 – SCOPE OF SERVICES  
Multifunction Printer Service Features Requirements**

**LOCATIONS, DEVICE, AND SERVICE REQUIREMENTS**

**Multifunction Printer (MFP) Scope of Services**

- Print, copy, scan, 2/3-hole punch, staple
- Up to 11 X 17
- Collate
- LDAP integration
- Scan to email
- Scan to network, thumb drive, or cloud
- Prosper shall provide a minimum of one training session for each ISANA school and central office.
- Prosper shall provide same-day, 4-hour onsite service response time; next day for calls made after 12:00 p.m. or similar customer service experience.
- Online customer service portal
- Network connectivity
- Secure print

Prosper shall provide a specifications sheet or matrix, as an attachment, for each device model proposed and a list of notable features included in the proposal, i.e., number of finishing trays, paper capacity, staples, pages per minute, email, scan, security, paper input, etc. In addition, Prosper is to indicate notable service items that are extra cost and not included in the proposal, e.g., staples. To assist with your proposal, the current ISANA MFP models to be replaced are listed below for each campus and central office (12 ISANA locations). ISANA will consider proposals for devices from reputable MFP manufacturers, e.g., Canon, Konica Minolta, Ricoh, Xerox, Sharp, Toshiba, etc. Prosper shall provide one color and monochrome MFP per location (two devices) sufficient to process the estimated average monthly volume and the minimum pages per minute. Finally, Prosper shall include the cost per copy for color and monochrome for a given MFP.

**ISANA Academies**

3580 Wilshire Blvd., Suite 1130  
Los Angeles, CA 90010

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
7855	BW/Color	20,000	55
C405	BW/Color	2,000	36

**ISANA Achnernar Academy**

310 E. El Segundo Blvd.  
Compton, CA 90222

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
D95	BW	57,000	100
C8030	BW/Color	7,500	30

**ISANA Cardinal Academy**

7330 Bakman Ave.  
Sun Valley, CA 91352

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
C8030	BW/Color	15,000	30
B8055	BW	50,000	55

**ISANA Himalia Academy**

Central 1 Campus  
4607 South Central Ave.  
Los Angeles, CA 90011

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
C8030	BW/Color	15,000	30
B8055	BW	50,000	55

**ISANA Himalia Academy**

Central 2 Campus  
4700 South Central Ave.  
Los Angeles, CA 90011

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
7855	BW/Color	15,000	55
B8055	BW	50,000	55

**ISANA Himalia Academy**

4501 South Wadsworth Ave.  
Los Angeles, CA 90011

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
C8030	BW/Color	15,000	30
B8055	BW	50,000	55

**ISANA Nascent Academy**

Jefferson Campus  
3417 W Jefferson Blvd  
Los Angeles, CA 90018

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
D95	BW	50,000	100
C8030	BW/Color	10,000	30

**ISANA Nascent Academy**

4231 4th. Street  
 Los Angeles, CA 90008

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
D95	BW	50,000	100
C405	BW/Color	10,000	36

**ISANA Octavia Academy**

Irving Campus  
 3010 Estara Ave  
 Los Angeles, CA 90065

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
C8030	BW/Color	10,000	30
B8055	BW	50,000	55

**ISANA Octavia Academy**

Fletcher Campus  
 3350 Fletcher Dr.  
 Los Angeles, CA 90065

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
B8055	BW	25,000	55
C405	BW/Color	5,000	36

**ISANA Palmati Academy**

6501 Laurel Canyon Blvd.  
 N. Hollywood, CA 91606

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
D95	BW		100
C8030	BW/Color		30

**ISANA Palmati Academy**

8001 Ledge Ave  
 Sun Valley, CA 91352

Xerox Current Model	Type	Est. Ave. Monthly Volume	PPM
B8055	BW		55
C405	BW/Color		36