



Request for Quotations (RFQ) - Multi-Site Copier / Managed Print Services

Environmental Charter Schools (ECS) | Term: 60 months (7/1/2026 - 6/30/2031) | Issued: March 6, 2026

1. Purpose and Background

ECS is requesting quotations for replacement and managed service support of eight (8) multifunction copier devices across four (4) school/office sites. ECS intends to award to the responsive vendor that offers the best overall value, with reliability and service performance weighted heavily.

2. Scope of Services

- Provide and install eight (8) new multifunction devices (MFPs) with finishing as needed per site.
- Provide full-service maintenance (parts and labor) and supplies as specified (toner, drums, fusers, etc.), excluding paper.
- Provide fleet meter collection and monthly billing based on actual impressions at quoted CPC rates.
- Provide implementation services: delivery, removal of replaced units, network setup coordination, driver deployment support, and end-user orientation.
- Provide ongoing account management, monthly service reporting, and escalation support.

3. Sites and Fleet Overview

School Sites:

- ECHS-Lawndale: 16315 Grevillea Ave, Lawndale, CA 90260
- ECMS-Gardena: 812 W 165th Place, Gardena, CA 90247
- ECMS-Inglewood: 3600 W Imperial Hwy, Inglewood, CA 90303
- ECHS-Gardena: 2818 Manhattan Beach Blvd, Gardena, CA 90249

Fleet requirement: 8 total devices (2 per site). Vendors may propose equivalent or better models and must justify device fit by site volume and use case.

4. Contract Term and Schedule

- Contract term: 60 months (7/1/2026 - 6/30/2031).
- Target installation window: Early July 2026.

5. Mandatory Service Levels

Vendors may agree to the Service Level Agreement (SLA) attached as Exhibit B or provide vendor's own comparable SLA. Key minimum requirements include:

- Same-day response for 'down' devices when service call is placed by the vendor's stated cutoff time; otherwise next business day.
- Loaner or swap unit required if not restored within two (2) business days.



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- Preventive maintenance schedule documented and performed for each device.
- Automatic service credits for repeated downtime or SLA misses (see Exhibit B).
- Monthly service reporting by site and device (tickets, downtime, recurring issues).

6. Pricing Instructions

Vendors must complete Exhibit A - Pricing Schedule using ECS's provided volumes and scenarios (Base, +10%, +20%). Quotes must include:

- All-in monthly lease/payment amount (fleet total and per device).
- Black-and-white CPC and Color CPC.
- Any recurring software/management fees (must be itemized).
- Any one-time fees (delivery, installation, removal, data wipe, etc.).
- Disclose all taxes and administrative fees that may be billed (property tax, tax admin fees, meter reading fees, etc.).

Existing Leases / Buyout (Payoff) Requirements

- ECS currently has active copier leases and/or related agreements that require early termination fees, remaining payments, and/or return fees to transition to new equipment. Proposers must account for these obligations in their pricing.
- Based on current information, the estimated aggregate payoff obligation is approximately \$28,500 (the "Estimated Buyout Amount"). This figure is provided for proposal development purposes only and is subject to change based on official payoff statements obtained from the lessor(s).
- Proposer must include a separate line item for the total dollar amount the proposer will pay (or reimburse ECS) to buy out/pay off ECS's remaining obligations under all identified active leases ("Buyout Amount"), including early termination fees, remaining payments, and return fees.
- Proposer must state whether payments will be made directly to the lessor/payee or reimbursed to ECS, including timing of payment(s).
- If proposer does not include buyout/payoff coverage, ECS will treat all buyout/payoff costs as additional cost to ECS for evaluation purposes.

7. Required Submittals

- Completed Exhibit A - Pricing Schedule.
- Signed Exhibit B - SLA (or vendor's own comparable SLA).
- Proposed device list by site, including datasheets and finishing configuration.
- Service organization description: number of technicians, parts depot location, loaner inventory, escalation path.
- Any contract exceptions or proposed edits.



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8. Evaluation and Award

ECS intends to evaluate proposals using the scoring rubric in Exhibit C. Reliability/service capacity will be weighted heavily.

- ECS reserves the right to request best-and-final offers (BAFO) and to negotiate terms with the top-ranked vendor.
- ECS is not obligated to award to the lowest-price quotation.

9. RFQ Timeline

Milestone	Date
RFQ issued	3/6/2026
Questions due	3/11/2026
Quotes due	3/12/2026
Final award issued	3/13/2026

10. Submission Instructions

- Submit quotations electronically as a single PDF, with exhibits included, to: rfp@ecsonline.org (Jeremiah David, Director of Compliance & Operations, Environmental Charter Schools)
- Subject line: 'ECS Copier RFQ - [Vendor Name]'
- Questions must be submitted by email to: rfp@ecsonline.org (Jeremiah David, Director of Compliance & Operations, Environmental Charter Schools) by the deadline above.

Point of contact: rfp@ecsonline.org (Jeremiah David, Director of Compliance & Operations, Environmental Charter Schools)

Attachments / Exhibits

- Exhibit A - Pricing Schedule (template)
- Exhibit B - Service Level Agreement (SLA)
- Exhibit C - Evaluation Rubric

Exhibit A - Pricing Schedule (template)

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Instructions

- Complete all fields. If a line item does not apply, enter 'N/A' and \$0.00.
- Provide pricing for three volume scenarios: Base (100%), +10%, and +20%.
- Disclose all recurring fees and one-time fees. Do not bundle undisclosed charges into CPC.
- If any rates may increase during the term, state the escalation method and cap.

A1. Proposed Fleet and Monthly Lease/Payment

Provide the fleet total and a per-device schedule. Attach manufacturer datasheets.

Site	Qty	Proposed Model	Speed (ppm)	Finisher (Y/N)	Monthly Lease (per device)	Monthly Lease (site total)	Notes
2818 Manhattan Beach Blvd							
2818 Manhattan Beach Blvd							
812 W 165th Pl							
812 W 165th Pl							
3600 W Imperial Hwy							
3600 W Imperial Hwy							
16315 Grevillea Ave							
16315 Grevillea Ave							

Fleet total monthly lease/payment: \$_____

A2. Click Rates (CPC) and Volume Scenarios

Enter CPC rates and calculate monthly service cost for each scenario. ECS may verify calculations.

Scenario	BW Volume (pages/mo)	Color Volume (pages/mo)	BW CPC	Color CPC	Scenario Service Total (calc)
Base (100%)	147,587	104,171	\$_____	\$_____	\$_____
+10% volume	162,346	114,588	\$_____	\$_____	\$_____
+20% volume	177,104	125,005	\$_____	\$_____	\$_____
Monthly BW cost (calc)					\$_____
Monthly Color cost (calc)					\$_____
Monthly service total (BW+Color)					\$_____

A3. Recurring Fees (Itemize)

Fee name	Frequency (monthly/annual)	Amount	Description / what is included

A4. One-Time Fees (Itemize)

Fee name	When billed	Amount	Description
Existing Lease Buyout/Payoff Coverage (Buyout Credit)			Amount proposer will cover toward ECS active lease payoff/termination (Buyout Credit), priced using ECS estimated baseline of \$28,500 unless variance explained. Include payee, timing, and any cap/conditions.

A5. Taxes and Administrative Fees (Disclose)

Check all that may apply and describe calculation method / caps:

- Property/personal property tax billed separately Details: _____
- Property tax administrative fee Details: _____
- Sales/use tax financed and billed with an administrative fee Details: _____
- Shipping/delivery billed separately Details: _____
- Meter-reading administrative fee Details: _____
- After-hours / weekend service surcharge Details: _____
- Other (describe) Details: _____

A6. Escalation / Rate Adjustments

State any allowed increases (CPC, fees) during the 60-month term, including timing and maximum cap.

Exhibit B - Service Level Agreement (SLA) Addendum

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This Service Level Agreement (SLA) is incorporated into and made part of the Copier Lease and Maintenance Agreement between ECS and Vendor. In the event of a conflict, this SLA controls with respect to service performance, remedies, and reporting.

1. Definitions

- 'Business Day' means Monday through Friday excluding ECS-recognized holidays.
- 'Business Hours' means 7:30 AM to 4:30 PM local time, Business Days, unless otherwise agreed in writing.
- 'Down' means the device cannot print/copy, or recurring jams/errors prevent normal use.
- 'Response Time' means time from Vendor receiving a service request to a qualified technician being onsite.
- 'Restoration' means the device is returned to normal operational status.

2. Response and Restoration Standards

Priority	Standard	Requirement
P1 – Down	Response	Same-day onsite if request placed by Vendor cutoff time; otherwise next Business Day.
P1 – Down	Restoration	Restore within two (2) Business Days. If not restored, provide loaner/swap per Section 3.
P2 – Degraded	Response	Next Business Day onsite.
P2 – Degraded	Restoration	Restore within three (3) Business Days.

3. Loaners, Swaps, and Chronic Failure

- If a P1 (Down) device is not restored within two (2) Business Days, Vendor will provide a loaner or swap device of comparable capability (including finishing if required at that site) within one (1) additional Business Day.
- Chronic failure trigger: three (3) service calls for the same device within a rolling 30-day period requires (a) written root-cause analysis, (b) remediation plan within five (5) Business Days, and (c) swap option if issue recurs.
- Vendor will maintain access to parts stock and loaner inventory sufficient to meet this SLA.

4. Preventive Maintenance (PM)

- Vendor will perform PM per manufacturer recommendations, at minimum semi-annually for all devices, and quarterly for high-volume devices as mutually identified.

- Vendor will document PM completion (date, technician, actions taken, parts replaced) and provide logs upon request.

5. Meter Collection and Billing Integrity

- Vendor will use automated meter collection where available.
- If manual meters are required, Vendor will provide a simple monthly process and will not charge meter-reading administrative fees provided ECS supplies meters within five (5) Business Days of request.
- Invoices must include per-device BW and color counts, CPC rates applied, and a reconciliation line item for any prior-period adjustments.

6. Reporting and Governance

- Vendor will provide monthly service reports by site and device: ticket count, response times, downtime hours, root causes, recurring issues, and corrective actions.
- Vendor will provide named contacts: Account Manager, Service Manager, and Escalation contact with direct phone/email.
- Quarterly service review meeting (remote acceptable) to review trends and improvements.

7. Service Credits and Remedies

Service credits are intended to incentivize performance and partially offset disruption. Credits are applied automatically on the next invoice.

SLA Miss	Credit	Notes
P1 Response missed	5% of that device's monthly service charges	Per occurrence, capped at 25% per device per month.
P1 Restoration > 2 Business Days (no loaner provided)	10% of that device's monthly service charges	Per occurrence.
Chronic failure trigger not met	5% of that device's monthly service charges	If root cause / plan not delivered on time.
Monthly report not delivered	\$100 administrative credit	Per month missed.

8. Exceptions

SLA metrics exclude delays caused solely by: (a) acts of God, (b) power outages, (c) network outages outside Vendor control, or (d) misuse outside normal operating conditions, provided Vendor documents the cause in the ticket notes.

9. Signatures

Vendor agrees to this SLA Addendum:

Vendor Authorized Signatory	ECS Authorized Signatory
Name / Title: _____	Name / Title: _____
Signature / Date: _____	Signature / Date: _____

Exhibit C - Evaluation Rubric

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1. Evaluation Rubric (100 points)

Use this rubric to score all responsive quotations. Document notes for each score.

Category	Max Points Possible	What to look for	Score
Service capacity and SLA acceptance	40	Accepts Exhibit B (or provides comparable SLA); local technician coverage; parts/loaner availability; escalation; reporting.	
Total 60-month cost (Base + growth scenarios)	30	All-in cost transparency; competitive CPC; minimal recurring fees; reasonable taxes/admin fees.	
Bidder's experience and demonstrated performance	30	K-12 or comparable multi-site references; positive service reputation; low churn; responsiveness.	

2. Price Comparison Summary (Worksheet)

Summarize pricing to support award recommendation.

Vendor	Monthly Lease	BW CPC	Color CPC	Monthly Total (Base)	60-Month Total (Base)

Notes:
