

ATTACHMENT A - DETAILED SCOPE OF WORK

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I. DETAILED SCOPE OF WORK

A. Executive Overview

Community Healthcore (Center) is procuring managed print services and equipment across 21 locations in Northeast Texas. Based on a comprehensive assessment conducted in 2025, the survey revealed significant downtime complaints with users reporting 37.5% dissatisfaction with service response times and 50% reporting workflow bottlenecks due to printer outages.

The Center seeks to modernize its print fleet to a standardized fleet of 40 devices across 21 locations with rigorous Service Level Agreements (SLA) enforced by performance-based penalties. The Center may impose penalties against failure to meet required deployment times, maintenance response times, and other requirements of this scope of work.

1. Key Findings from End-User Assessment

- 50% of users report workflow/queuing problems and device outages.
- 37.5% dissatisfied with supply and service response times.
- Top complaints: paper jams, slow speeds, offline/network errors, authentication/feeder issues.
- High-impact locations:
 - Longview - 105/107 Woodbine Place (multiple jams, badge failures),
 - Longview - 3110 H.G. Mosley Parkway (badge reader issues),
 - Longview - 1300 North Sixth Street, Suite B - Clinic Records (scanning-critical workflows).
 - Texarkana - 2435 College Drive (extended outages, high volume),
- Service delays: Repairs sometimes exceed 2-3 weeks; current vendor is not locally based.
- Vendor response model inadequate: Current month-to-month lease lacks local support presence.

2. Root Causes Identified

- a. No local service presence or on-site response capability.
- b. Reactive (break-fix only) rather than proactive maintenance.

- c. Insufficient device redundancy at critical locations.
- d. Lack of real-time monitoring or predictive maintenance.
- e. Single vendor dependency created bottleneck risk.

B. Recommended Future-State Print Fleet Specifications

All recommended Multifunction Printers (MFPs) shall meet the following core requirements:

- Integration with PaperCut23 or higher for user authentication (Keri Systems Card).
- Secure print release functionality.
- Duplex (two-sided) printing and scanning capabilities.
- Scan-to-email and scan-to-folder functionality.
- Fax capability (minimum one per site).
- HIPAA-compliant data security, including secure erase functions.
- Remote monitoring and automated alerts for uptime tracking.
- Color output where specified; monochrome where noted.
- Output volume consistent with monthly volume as specified in Column G of Table 1. Provide device models proposed for each device category in Column H of Table 1.
 - Color Low Volume (2),
 - Color (15),
 - Color High Volume (1),
 - Monochrome (22).
- Color MFP at UFS/Nurse Station, 1007 South William Street, Suite D, Atlanta must be able to print tags with dimensions: 1.62" W x 0.68" H.

C. Fleet Deployment

See Table 1 and Maps 1 - 18 for the following:

- Deployment Phases and Duration,
- Site Address,
- Devices and Location at Site,
- Device Color/Fax,
- Service Tier Response Schedule,
- Device Monthly Volumes,
- Insert make and model of each device,
- Maps of Devices at Sites.

D. Service Requirements

1. Cost Proposal and Project Schedule

- a. Vendors must provide a detailed cost proposal using the accompanying Excel Pricing Workbook . Do not modify the format by adding lines or substituting language. Use the (comment function) to add any clarifications you wish to make.
- Monthly fixed-fee option (all-inclusive: devices, service, supplies, monitoring).
 - Cost-per-page option (with device acquisition costs separately stated)
 - Hybrid option, if available.
 - Pricing valid for minimum 3 years with annual escalation cap specified.

b. Project Start and Implementation Phases as defined in Table 1

- Provide Project Start as the number of days after signing the contract in Column B, Row 2 of Table 1.
- Provide Total Project Implementation as total number of days to implement the project in Column B, Row 3 of Table 1.

Phase	Provide number of days to complete in:
1	Column B, Row 4 of Table 1
2	Column B, Row 17 of Table 1
3	Column B, Row 26 of Table 1
4	Column B, Row 37 of Table 1
5	Column B, Row 43 of Table 1
6	Column B, Row 47 of Table 1
7	Same as Column B, Row 3 of Table 1

- Shorter timelines with proven references receive higher scores.

c. Required Service Tier Response Schedule

- Table 1 provides Service Tiers in Column E.
- Tier 1 required service response: 1–4-hour on-site response.
- Tier 2 required service response: next-day response.

2. Service Capacity & Downtime Mitigation

a. Regional Presence & Staffing

- Describe your service presence and geography of coverage.
- Confirm ability to meet specified response times for assigned locations.

- Detail staffing model for assigned locations (full-time, part-time, on-call, or equivalent remote support model).
- Specify backup/overflow protocols if primary technician is unavailable.
- If proposing remote/virtual support model, confirm capability for rapid on-site response when needed.

b. Proactive Maintenance Strategy

- Describe preventive maintenance schedules and procedures per location.
- Detail how you will prevent paper jams, badge reader failures, and network issues (survey's top complaints).
- Explain remote monitoring capabilities and how alerts trigger preventive action.
- Specify frequency of device health assessments.

c. Downtime Mitigation Tactics

- Device Redundancy Plan: Describe on-site or nearby backup device availability for immediate swap in case of failure for high-priority locations. High-priority locations include the following and are subject to change:
 - Longview - 105/107 Woodbine Place,
 - Longview - 1300 North 6th Street, Suites A/B (moving to 2920 Tuttle Boulevard in Fall 2026),
 - Longview - 905 North 4th Street (moving to 2920 Tuttle Boulevard in Fall 2026),
 - Texarkana - 2435 College Drive,
 - Atlanta - 1007 South William Street, Suite D.
- Loaner Program: Describe equipment loan or emergency replacement procedures during extended repairs.
- Network Resilience: Explain how you will ensure PaperCut connectivity and prevent device offline issues.
- User Communication: Describe how you will notify users of scheduled maintenance or device outages in advance.

d. SLA Performance and Accountability

- Specify SLA response times, uptime guarantees, and penalties for non-compliance.
- Describe reporting mechanisms for SLA tracking (monthly reports to the Center).
- Explain performance reviews and how contract adjustments may occur based on metrics.
- Certify meeting all Minimum Standards for Responders.
- Confirm receipt and acknowledgment of RFP and any addenda issued.

3. SLA Commitments

- Detailed SLA with specific response times, uptime guarantees, and penalties.
- Downtime Prevention Focus: Include specific tactics to address survey findings (paper jam prevention, badge reader reliability, network resilience).
- Monthly SLA reporting templates.
- Escalation procedures and customer satisfaction metrics.

4. Fleet Management & Optimization

- Right-sizing recommendations if usage patterns change.
- Device health assessments and replacement recommendations.
- Phased decommissioning of legacy devices.
- Ability to add and/or remove MFPs to the contract without extending the length of the contract. Justification for such changes include, but are not limited to:
 - Program closing or reduction in size,
 - Change in patient volume,
 - Loss of revenue.
- Recycling of replaced equipment.

5. References

- Minimum three professional references with similar multi-site managed print services in healthcare or public sector. See Section III.B.5.

II. MANAGED PRINT SERVICES

A. Device Supply, Installation & Configuration

- New devices meeting specifications.
- Professional installation at each location.
- PaperCut23 or higher integration and configuration.
- Initial user training and documentation.

B. Preventive Maintenance & Break-Fix Service

- Quarterly preventive maintenance for all devices.
- 1-4-hour response for Tier 1; next day for Tier 2.
- Minimum 98% uptime guarantee.
- Parts replacement under warranty/service agreement.
- Remote monitoring and proactive diagnostics.

C. Consumables & Supplies

- Automated toner/supply delivery with monitoring.
- Free supply shipments to each site (frequency per vendor option).
- No user-supplied consumables allowed.

D. Remote Monitoring & Reporting

- Real-time monitoring dashboard.
- Monthly usage reports (pages printed by device/location).
- Uptime and reliability metrics.
- Proactive alerts for device issues or supply shortages.

E. Help Desk & User Support

- Single point of contact for all issues.
- Phone, email, and on-site support availability.
- Response time: 1-2 hours for urgent issues.
- On-site visit capability within defined SLAs.

F. Security & Compliance

- HIPAA-compliant data handling and device erasure.
- Secure audit trails for all print activities.
- Encrypted data transmission where applicable.
- Annual security compliance certification.

G. Texas Required Contract Clauses.

- Acceptance of Texas required contract clauses used by Government Entities including Community Healthcore, which is a unit of local government.
- These clauses will be a part of the Responder's contract and will supersede any contrary language.
- See Attachment C for these clauses.

III. INSTRUCTIONS FOR RESPONSE

A. Proposal Requirements

Responders shall:

- Provide a written response that includes Responder demonstrates understanding of the 40-device fleet deployment across 21 locations.
- Confirm compatibility with PaperCut 23 or higher and the Center's existing IT

infrastructure.

- Specify device models proposed for each device category (monochrome MFP, color MFP, color low volume MFP, color high volume MFP).
- Describe integration and implementation timeline.
- Certify meeting all Minimum Standards for Responders. See Sections III.B.1 through III.B.5.
- Confirm receipt and acknowledgment of RFP and any addenda issued.
- Detail SLA with specific response times, uptime guarantees, and penalties for non-compliance.
- Describe ability to add and/or remove MFPs to the contract without extending the length of the contract.

Responder must affirmatively demonstrate and meet the following requirements:

- Currently licensed to conduct business in Texas.
- Have no pending litigation or regulatory actions related to managed print services or equipment supply.
- Meet all applicable federal, state, and local requirements.
- Comply with all specific requirements outlined in this RFP.
- Meet HIPAA security and compliance standards.
- Provide proof of insurance and bonding as required.

B. Minimum Standards for All Responders

1. Cost Proposal and Schedule

- Monthly fixed-fee option (all-inclusive: devices, service, supplies, monitoring).
- Cost-per-page option (with device acquisition costs separately stated).
- Hybrid option, if available.
- Pricing valid for minimum 3 years with annual escalation cap specified.
- Confirm financial capacity to service the SLA.
- Confirm ability to meet the Center's deployment timeline.
- Detail staffing levels, supervision, and implementation methodology.
- Describe how Responder will monitor service delivery and site readiness.

2. Service Capacity

- Provide detailed scope of services, maintenance schedules, and support response protocols as outlined in Section I.D.2.
- Specify frequency of preventive maintenance, remote monitoring, and reporting.
- Describe help desk hours and escalation procedures.

3. SLA Commitments with Downtime Commitments

- Submit how you will meet criteria listed in Section I.D.3.
- Demonstrate ability to provide detailed monthly usage data (pages printed by device, location, user/department).
- Confirm integration with PaperCut 23 or higher.
- Specify reporting frequency and format.

4. Fleet Management

- Describe how you will meet criteria listed in Section I.D.4.
- Confirm ability to package and clearly mark equipment for specific Center locations.
- Describe labeling and asset tracking methodology.

5. Performance Record

- Affirm compliance with Texas ethics laws and procurement regulations.
- Certify no prior debarment, suspension, or felony convictions.
- Provide Conflict of Interest Questionnaire (Attachment B).

The Center requests Responders provide a list of at least 3 professional references for similar managed print services in healthcare or public sector. For each reference, include:

- Organization Name & Address.
- Contact Person, Title & Phone Number.
- Email Address.
- Contract Dates & Value.
- Description of Services Provided (e.g., "Deployed 40+ multifunction devices across 8 healthcare locations with PaperCut integration").
- Number of Devices & Locations Supported.
- Confirm contracts were Texas-based or multi-state.
- Prioritize references with:
 - Multi-location healthcare implementations,
 - Experience with service response challenges,
 - Demonstrated SLA compliance.

C. Required Documentation

1. Responders shall submit the following documentation with their proposal:

- Current Certificate of Insurance (Attachment C).
- Certificate of Good Standing (Texas Secretary of State or applicable authority).

- Fidelity or Performance Bond Quotation (optional, quote for bonding if required by the Center).
- Performance Bond quotation (if applicable).
- Proof of Insurance (Attachment C, Exhibit A).
 - General Liability: \$1,000,000 minimum.
 - Professional Liability: \$500,000 minimum.
 - Cyber Liability (if handling HIPAA data): \$500,000 minimum.
- Proof of local office/service location.
- Proof of Texas business license or operating authority.
- Signed Conflict of Interest Questionnaire (Attachment B).

Failure to provide required documentation may result in proposal rejection.

IV. SCORING & EVALUATION CRITERIA

The Center will award this contract based on **Best Value**, considering all relevant factors per Texas Government Code and Center procurement procedures.

A. Evaluation Factors and Preliminary Scoring Methodology

Criterion	Points
1. Cost Proposal and Project Schedule	30
2. Service Capacity & Downtime Mitigation <ul style="list-style-type: none"> a. Regional Presence & Staffing b. Proactive Maintenance Strategy c. Downtime Mitigation Tactics d. SLA Performance and Accountability 	25
3. SLA Commitments with Downtime Commitments	20
4. Fleet Management & Optimization	10
5. Performance Record	15
Total Possible Score	100

B. Presentation With the Evaluation Team

Based on the total RFP Score (see above table), the Center will invite the top 2 Responders to present and discuss their proposal with the Center’s evaluation team. Each of the top 2 Responders will have up to 45 minutes to present key aspects of their proposal and up to 1 hour to answer specific questions from the evaluation team.

The meeting will in-person either at the Center’s office or the Responder’s office, if they are local to Longview, Texas. The presentation will include a demonstration of the actual devices that the Responder will install as part of this contract. The Center will award up to an additional 100 points based on the Responder’s presentation, answers, and best value as determined by the Center.

The Center reserves the right to invite more, or fewer finalists to present based on the range of scores.

The Center will check references for the finalists prior to their presentations.

C. Tie-Breaking

In the event of a tie, the Center will prioritize:

1. Cost Proposal and Implementation Schedule.
2. Service Capacity & Downtime Mitigation.
3. SLA Commitments.

V. PROPOSAL SUBMISSION INSTRUCTIONS

A. Questions Deadline: Monday, April 27, 2026

B. Proposal Deadline: Tuesday, May 12, 2026

C. Submission Format:

1. Send three files:

- a. PDF response that includes the required documentation.
- b. Excel Pricing Workbook Spreadsheet.
- c. Excel Table 1 Spreadsheet.

2. Single email to:

- a. RFP1005-26@communityhealthcore.com
- b. Subject Line: Printer RFP submitted by (Responder's Company Name).

D. Tentatively Proposed Award Date: Thursday, July 23, 2026