

**REQUEST FOR PROPOSAL**  
**Bid Number: 25-08-3843SB**

**Date: August 25, 2025**

**Project Title: Navajo Nation Division of Behavioral and Mental Health Services – Kyocera  
Multifunction Printer Support Services**

**Project Schedule:**

Advertisement of RFP:	August 27, 2025 – September 10, 2025
Onsite Pre-Bid Meetings:	No onsite pre-bid meetings required
Requests for Information Due Date:	September 19, 2025 @ 5:00pm MDT
Bid Due Date:	September 26, 2025 @ 5:00pm MDT

**Proposal:**

All interested parties are invited to review and respond to this Request for Proposal at their discretion. All questions pertaining to the contents of this RFP as a respondent can contact via email Gilbert Largo, Systems and Programming Manager, at [glargo@navajo-nsn.gov](mailto:glargo@navajo-nsn.gov).

All parties responding to this bid are instructed to submit or send four (4) proposals (1 original and 3 copies) to the following address:

The Navajo Nation  
Division of Finance – Purchasing  
Attention: Sharon Belone, Buyer I  
Administration Building #1  
Window Rock Blvd  
Window Rock, Arizona

**All responses to this bid shall be sent in a sealed envelope, including a return address, and vendor name clearly marked on the outside of the envelope; indicate the following:**

**RFP BID #25-08-3843SB NNDBMHS  
Kyocera Multifunction Printer Support Services  
DO NOT OPEN-BID PROPOSAL**

**GENERAL INFORMATION AND GUIDELINES FOR THIS RFP**

**I. DESCRIPTION OF THE ORGANIZATION**

The Navajo Nation Division of Behavioral and Mental Health Services (DBMHS) is a federally funded program operating outpatient and inpatient counseling services throughout the Navajo Nation.

II. SCOPE OF THE CONTRACT

The Navajo Nation intends to enter a professional services contract with one (1) responsive, qualified, and independent consultant/organization to complete all work as described in the attached scope of work.

III. RESPONDENT REQUIREMENTS

All respondents must have the capabilities listed herein, including sufficient detailed information regarding experience and expertise in meeting the following requirements:

1. A legitimate and credible vendor with experience and history providing the described services to provide subject-area knowledge.
2. Vendor must be able to operate independently in providing the services described for the program.
3. The Navajo Business Opportunity Act 5 NNC § 201, 205 will apply.
4. Federal requirements, if applicable

IV. SCOPE OF WORK (See Attached)

V. REQUIREMENTS

The respondent will furnish all requested information as specified in the RFP.

VI. PROPOSAL CONTENT AND REQUIRED INFORMATION

Please utilize the outline described below with four (4) copies.

1. Organizational letter expressing your interest and a brief description of your proposed services. Do not reveal or refer to the cost in this letter.
2. Organization qualifications and subject-area experience. Include references.
3. Scope of Work detailing your proposed methodology and framework
4. Schedule and proposed time frame of services
5. Copies of licenses, certifications, insurance certificates, and other relevant documents.
6. Costs to be submitted in a separate sealed envelope. (Detailed breakdown of all associated and applicable costs)
7. Compliance: Any proposal that does not adhere to this format and does not address each specification, requirement, or scope of work as outlined, may be deemed non-responsive and rejected on that basis.

VII. EVALUATION PROCESS (pre-qualifying process)

1. Evaluation Criteria
  - a. Proposal Content and Organization: (15 points)
  - b. Methodology and schedule to complete the scope of work. (35 points)
  - c. Qualifications, credentials, and work experience. (25 points)
  - d. Cost (separate sealed envelope). (25 points)
2. Applicable Federal Requirements
3. The Navajo Nation Division of Behavioral and Mental Health Services reserve the right to interview respondents if deemed necessary due to tied scores or other legitimate matters.

- a. This may entail a presentation from the respondent for clarification and/or details on products or other requirements. The presentation will be scheduled to be presented in Window Rock, AZ (if necessary). It is DBMHS's intention to award one (1) vendor to provide all services as specified.

VIII. TYPE OF CONTRACT

The Navajo Nation will utilize a standard Professional Services Contract for the procurement of goods and services for this project.

IX. PERIOD OF PERFORMANCE

The period of performance will be determined and negotiated based on the schedule proposed by the respondent and the contract implementation date.

X. TECHNICAL DIRECTION

Gilbert Largo, Systems and Programming Manager, is Navajo Nation DBMHS point of contact for inquiries related to the project and other matters. Questions and answers will be shared with all respondents. Email contact for Mr. Largo is [glargo@navajo-nsn.gov](mailto:glargo@navajo-nsn.gov).

XI. PAYMENT AND SUBMISSION OF INVOICES

The Navajo Nation Professional Services Contract will describe this section.

XII. RIGHTS

The Navajo Nation reserves the right to reject any and all proposals, in whole or in part based on the requirements set forth in this RFP.

XIII. AGREEMENT TERMS AND CONDITIONS

The Navajo Nation is not bound to enter a contract under the RFP and may issue a subsequent RFP for the same services, and

The Navajo Nation is a sovereign government and all contracts entered as a result for the RFP shall comply with the Navajo Nation law, rules and regulations, including the Navajo Preference in Employment Act, and applicable federal law, rules, and regulations. This procurement and any RFP with respondents that may result shall be governed by the laws of the Navajo Nation and applicable federal law. Nothing herein shall be constructed as a waiver of the Navajo Nation's sovereign immunity. In addition, the Navajo Nation Business Opportunity Act will apply to the RFP.

The Navajo Nation Professional Services Contract will provide all other legal and contractual obligations, terms, and requirements of this project.

XIV. OTHER

## **SCOPE OF WORK**

### **Navajo Division of Behavioral & Mental Health Services**

#### **Kyocera Multifunction Printer Support Services**

##### **I. Purpose**

The purpose of this project is to establish a comprehensive two-year service agreement with a qualified vendor to support the operational needs of the Navajo Division of Behavioral and Mental Health Services (DBMHS). DBMHS utilizes Kyocera TASKalfa 6053ci multifunction printers across multiple, often remote, healthcare and administrative facilities in Arizona and New Mexico. These devices are critical to delivering timely behavioral health services, enabling secure and efficient document processing, scheduling, billing, reporting, and interdepartmental communication.

To ensure continuity of services and minimize equipment downtime, DBMHS seeks a vendor that can provide reliable maintenance, responsive repair, consistent supply of printing consumables, and on-demand equipment relocation. The selected vendor will be responsible for maintaining functionality across 27 Kyocera printers (25 existing and 2 new), supporting the Division's mission to serve communities throughout the Navajo Nation with high standards of operational reliability and efficiency.

##### **II. Project Objectives**

The objectives of this project are to:

1. **Ensure Operational Continuity**  
Maintain reliable functionality of 27 Kyocera TASKalfa 6053ci multifunction printers across all DBMHS facilities to support uninterrupted clinical, administrative, and outreach services.
2. **Provide Comprehensive Maintenance and Repair Services**  
Deliver both preventive and corrective maintenance to reduce downtime, extend equipment lifespan, and ensure consistent print quality and functionality.
3. **Guarantee Timely Response and Support**  
Establish dependable service response times, within 24 to 48 hours of issue reporting, to minimize disruption to critical behavioral health operations.
4. **Supply Printing Consumables Efficiently**  
Ensure continuous availability of toner and related supplies to meet high-volume printing demands, including unlimited black-and-white prints and a minimum of 744,000 color pages annually.
5. **Facilitate Seamless Equipment Relocation**  
Provide relocation services for multifunction printers between DBMHS locations as needed, with proper handling, reinstallation, and post-move testing.
6. **Support a Cost-Effective, All-Inclusive Service Model**  
Engage a vendor capable of delivering all services including labor, parts, supplies, and travel under a fixed-cost, predictable pricing structure for the entire two-year term.

7. Promote Vendor Accountability and Performance Monitoring  
Require periodic reporting, documentation of services rendered, and clear communication to ensure transparency and performance tracking.

### **III. Scope of Services**

#### **a. Maintenance and Repair Services**

The selected vendor shall provide comprehensive maintenance and repair services for all 27 Kyocera TASKalfa 6053ci printers. Services include:

- Preventive Maintenance:
  - Periodic scheduled inspections, cleaning, adjustments, and firmware updates.
  - Maintenance logs must be maintained and shared with DBMHS upon request.
- Corrective Maintenance and Repairs:
  - On-site diagnostics and repair of mechanical, electrical, and software issues.
  - Use of OEM or certified equivalent replacement parts.
  - All labor, parts, travel, and diagnostic costs should be included in pricing.
  - Ability to service all units within 24–48 hours of request.

#### **b. Consumables and Print Volume**

- Supply of toner and all required consumables for operation.
- Service must support unlimited black-and-white prints and at least 744,000 color pages per year, based on current usage.
- Consumable costs must be included in pricing

#### **c. Equipment Relocation Services**

- Relocation of covered devices between DBMHS sites at no additional cost.
- The vendor will ensure proper disassembly, transport, reinstallation, testing, and configuration at the new site.

#### **d. Equipment Coverage**

- 25 existing and 2 new Kyocera TASKalfa 6053ci multifunction printers (total: 27).
- A full list of serial numbers and facility locations will be provided post-award.
- Any additional devices added during the contract will be priced per unit under the agreed terms

#### **e. Procurement of two (2) new Kyocera 6053ci multifunction printers**

- Installation, configuration, and testing at specified locations

### **IV. Service Locations**

The vendor must provide service across DBMHS facilities in the following areas (subject to expansion):

- Window Rock, AZ
- Crownpoint, NM
- Shiprock, NM
- Gallup, NM
- Chinle, AZ
- Tuba City, AZ
- Kayenta, AZ
- Dilkon, AZ
- Red Mesa, AZ
- Sanders, AZ
- Kaibeto, AZ
- Ft. Defiance, AZ
- Additional rural or mobile sites as necessary

## **V. Equipment Specifications**

The following specifications describe the key features and technical capabilities of the Kyocera TASKalfa 6053ci multifunction color printer. Vendors must ensure that all maintenance, repair, and supply services align with the operational requirements of this device.

### **General Specifications:**

- Type: Color Multifunction Printer (MFP)
- Functions: Print, Copy, Scan, Optional Fax
- Warm-up Time: Approx. 17 seconds or less
- First Page Out:
  - Black & White: Approx. 5.1 seconds
  - Color: Approx. 6.5 seconds
- Control Panel: 9" Color Touchscreen Display
- Memory: 4.5 GB RAM + 8 GB SSD + 320 GB HDD

### **Print Specifications:**

- Print Speed: Up to 60 pages per minute (ppm) B/W and Color
- Print Resolution: 1200 x 1200 dpi (true) at reduced speed
- Standard Interfaces: USB 2.0, USB Host, 10/100/1000BaseTX Ethernet, Optional Wi-Fi
- Supported Print Languages: PCL6 (PCL-XL/PCL5c), KPDL3 (PostScript 3 compatible), XPS

### **Copy Specifications:**

- Copy Speed: Up to 60 cpm (copies per minute)
- Resolution: 600 x 600 dpi

- Maximum Original Size: 11" x 17" (Ledger)
- Continuous Copy: Up to 999 copies

Scan Specifications:

- Scan Type: Color and Monochrome Scanning
- Scan Speed: Up to 220 images per minute (duplex, color)
- Scan Resolution: Up to 600 x 600 dpi
- File Formats: PDF, TIFF, JPEG, XPS
- Destinations: Scan to Email, Folder (SMB/FTP), USB, TWAIN

Paper Handling:

- Standard Paper Capacity: 1,150 sheets
- Maximum Paper Capacity: 7,150 sheets (with optional trays)
- Paper Sizes Supported: 5.5" x 8.5" to 12" x 18", Custom Sizes
- Duplex Printing: Standard
- Paper Weight Support: 16 lb Bond – 140 lb Index

Finishing Options (May Vary by Site):

- 1,000-sheet Finisher
- 4,000-sheet Finisher with Booklet/Staple Options
- Hole-Punch and Multi-Tray Output Options

Security Features:

- Secure Boot
- Data Encryption
- Overwrite and Erase Functions
- User Authentication & Access Control

Power Requirements:

- Power Supply: 120V, 60Hz, 12A
- Energy Star® Certified

## **VI. Performance Standards**

- Service Response Time: 24–48 hours from service request
- Printer Uptime: ≥95% per device per quarter
- Reporting: Quarterly reports detailing response times, services rendered, parts replaced, and device availability

## **VII. Vendor Qualifications**

Vendors must demonstrate the following:



- Proven experience with Kyocera or equivalent multifunction printers
- Trained and certified technicians
- Access to OEM or certified equivalent parts and supplies
- Capability to service geographically dispersed rural locations
- NNBOA certification is preferred but not required

#### **VIII. Vendor General Responsibilities**

1. The vendor shall conduct a thorough site assessment prior to commencing any work, identifying potential challenges that may affect project execution. Vendors are encouraged to attend the on-site pre-bid meetings at each location. Vendors unable to attend will be provided with site diagrams and layouts to ensure full comprehension of project scope and conditions upon request.
2. Award of the contract is contingent upon the vendor demonstrating access to qualified personnel with the technical expertise necessary to successfully perform the required services in full compliance with the scope of work.
3. The vendor shall obtain prior written approval from authorized DBMHS personnel before performing any work that could affect the facility's power supply, system functionality, or require a reboot of equipment. This requirement is mandatory and non-negotiable.
4. Any work impacting fire-rated assemblies, including firewalls, barriers, enclosures, and floor penetrations, must be reviewed and approved by DBMHS prior to execution to ensure adherence to applicable fire safety codes and building regulations.
5. All newly installed equipment shall be grounded in accordance with the latest industry standards and electrical codes to ensure safety, equipment reliability, and long-term operational integrity.
6. The vendor shall supply all required materials, including but not limited to wiring, cabling, connectors, and hardware, necessary for the complete and proper performance of the contracted services.
7. All work shall be conducted in a professional and respectful manner. Vendor personnel must maintain awareness of the active behavioral and mental health environments, ensuring minimal disruption to ongoing operations and show consideration for clients, staff, and scheduled facility activities. Adherence to all privacy and confidentiality laws is mandatory and non-negotiable.

#### **IX. Vendor General Site Maintenance**

1. The vendor is responsible for maintaining a clean, organized, and hazard-free workstation throughout the duration of the project. All debris, materials, and waste generated by the vendor's activities shall be promptly removed and properly disposed of in accordance with local regulations.
2. Unless otherwise approved in writing by DBMHS, all work including installation, testing, and commissioning shall be conducted during standard business hours to avoid disruption to facility operations.



3. All work performed shall meet the defined project specifications, applicable industry standards, and regulatory requirements. The final deliverables must be fully functional and ready for immediate use upon project completion.
4. The vendor shall assume full liability for any damage to facility infrastructure caused by its personnel or subcontractors. This includes, but is not limited to, walls, ceilings, floors, furnishings, and installed equipment. All damage shall be repaired or replaced to original condition at no cost to DBMHS.
5. All conduits and raceways must be concealed within walls or ceilings unless prior written approval is granted. Where surface-mounted installations are approved, conduit runs shall be neatly aligned with structural lines and painted to match adjacent surfaces for a professional finish.
6. Any wall or ceiling penetrations made during installation shall be sealed and restored using matching textures, paints, and materials to ensure aesthetic continuity within the facility.
7. Upon completion of all work, the vendor shall return all displaced ceiling tiles, equipment, furniture, and other items to their original positions. The site must be restored to pre-installation conditions, ready for immediate occupancy or use.

*END SCOPE OF WORK*