



## Grace Health Small Purchase Bid Request

**Project Title: Printer Services**

**Posted Date: 02/20/2025**

**Closed Deadline Date: 03/16/2025**

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### : Printer Services Proposal for Grace Health

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#### 1. Project Overview:

Grace Health, a Federally Qualified Health Center (FQHC) with multiple locations across southeastern Kentucky, requires a reliable vendor to provide **Office Supplies** to support daily operations across its healthcare facilities. These supplies are essential for administrative tasks, patient documentation, and general office functionality.

The selected vendor will be responsible for supplying a comprehensive range of office products, ensuring timely delivery and inventory management at the following Grace Health locations:

- **Hyden:** 21154 Highway 421 Hyden, KY 41749
- **Levi & Pharmacy:** 934 South Laurel Road Suite 1 (Clinic); Suite 5 (Pharmacy) London, KY 40744
- **Manchester:** 85 HWY 80 Manchester, KY 40962
- **Medical Campus:** 14662 N US Highway 25E Corbin, KY 40701
- **Mountain View Clinic & Pharmacy:** 272 London Mountain View Drive London, KY 40741
- **Pineville Clinic:** 313 Cherry Street Pineville, KY 40977
- **University of the Cumberland Clinic:** 49 West Sycamore Street Williamsburg, KY 40769
- **Grace Women's Care:** 1019 Cumberland Falls Hwy Suite D141 Corbin, KY 40701
- **Grace Administration:** 1019 Cumberland Falls Hwy Suite B201 Corbin, KY 40701
- **Grace Support Center:** 1019 Cumberland Falls Hwy Suite B101-103 Corbin, KY 40701

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#### 2. Scope of Work (SOW):

Grace Health is seeking a qualified vendor to provide comprehensive printer leasing, maintenance, and toner supply services across our facilities. Our goal is to enhance operational

efficiency, ensure reliable printing solutions, and optimize costs while maintaining compliance with healthcare industry standards, including HIPAA.

### **Scope of Work Details:**

The selected vendor will be responsible for:

#### **A. Printer Rental**

- Provision of modern, reliable printers (including specifications for high-speed, multifunction, and networked devices).
- Flexible rental terms (e.g., monthly, annual) with upgrade options.

#### **B. Maintenance and Support**

- Regular preventive maintenance and prompt resolution of technical issues.
- Onsite and remote support availability, ensuring minimal downtime.
- Provision of replacement devices in case of hardware failures.
- Agreement to include unlimited copies, prints, and scans both black and white and color where applicable with no overages or additional charges. Agreement covers all parts, toner, supplies, and labor excludes only paper.
- A four-hour response time required to service and supply calls and a loaner and/or replacement on site within 24 hours.

#### **C. Toner and Supply Management**

- Automated toner replenishment systems to ensure uninterrupted operations.
- Recycling programs for used cartridges.
- Management of consumables for rental equipment.
- Includes all toner and supplies and the delivery of supplies at no charge and to the desktop if requested.

#### **D. Security and Compliance**

- Implementation of secure print solutions to protect sensitive data.
- Compliance with healthcare regulations, including HIPAA.

#### **E. General Scope of Work Requirements**

- **Performance Monitoring Statement:** Grace Health will actively monitor contractor performance to ensure full compliance with the Scope of Work (SOW) and project requirements. This oversight will involve regular progress reviews, scheduled and unscheduled site visits, and the submission of detailed progress reports by the contractor. Additionally, contractors must promptly address any identified deficiencies or non-compliance issues. This structured monitoring process ensures that all project

objectives are met, timelines are adhered to, and work is performed according to federal and Grace Health standards.

- **Data Reporting Requirements:**

The vendor is required to provide all necessary data primarily through detailed and accurate invoicing to support Grace Health's federal financial and programmatic reporting obligations. Invoices must include itemized costs, descriptions of services or goods provided, and any additional data outlined in the project guidelines. All invoicing must adhere to specified formats and submission deadlines. Grace Health reserves the right to review and verify invoice data to ensure compliance with federal reporting requirements.

- **Record Retention and Accessibility:**

The vendor is required to maintain all project-related records, with a primary focus on detailed and accurate invoices, for a minimum of **three (3) years** from the date of submission of the final expenditure report, in accordance with federal and state regulations (45 CFR § 75.361). In the event of any ongoing litigation, claim, or audit, records must be retained until all related issues are fully resolved and final action has been taken. Additionally, records for real property and equipment purchased with federal funds must be retained for three years after final disposition. All records must be readily accessible for review or audit by Grace Health, HRSA, or authorized representatives to ensure full compliance with federal reporting and accountability requirements.

- **Audit and Compliance:**

Grace Health reserves the right to audit and inspect all vendor records related to the project to ensure full compliance with federal procurement guidelines and applicable regulations. This includes, but is not limited to, reviewing financial records, invoices, performance reports, and any documentation related to the goods or services provided. Vendors are required to provide timely access to all relevant records upon request by Grace Health, HRSA, or any authorized representatives. Any findings of non-compliance may result in corrective actions, up to and including termination of the agreement or disqualification from future procurement opportunities.

This audit and compliance process is essential to maintaining transparency, accountability, and adherence to all federal and organizational standards.

- **Property Management (if applicable):**

Any equipment, materials, or property procured or provided as part of this project must be managed, maintained, and disposed of in strict accordance with all applicable federal property management regulations. This includes proper inventory tracking, safeguarding of assets, and ensuring that property is used solely for its intended purpose within the scope of the project.

Vendors are responsible for maintaining accurate records of all project-related property and must make these records available for review or audit by Grace Health, HRSA, or authorized representatives upon request.

In the event that property needs to be transferred, replaced, or disposed of, the vendor must follow federal guidelines and obtain prior written approval from Grace Health. Failure to comply with these property management requirements may result in corrective action, financial liability, or termination of the agreement.

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### 3. Proposal Requirements:

- **Standard Pricing Structure:** Include a detailed cost breakdown for each category of office supplies, specifying any volume discounts or special pricing for high-use items.
  - **Delivery Schedule:** Outline a proposed delivery schedule based on Grace Health's anticipated needs, as well as options for on-demand orders.
  - **Experience & Qualifications:** Document relevant experience in supplying office products, particularly to healthcare or high-traffic environments.
  - **Product Samples:** Provide samples or detailed product descriptions for key items upon request (e.g., paper products, toner cartridges, specialty healthcare items).
  - **Inclusive Specifications Clause:** The items and specifications listed in this proposal are representative of Grace Health's current needs and include, but are not limited to, the identified supplies and services. Grace Health reserves the right to consider additional items or services offered by the selected vendor(s) that may enhance operational efficiency, improve patient care, or meet unforeseen requirements. Vendors are encouraged to highlight any other relevant products or services they can provide that align with Grace Health's mission and operational objectives.
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### 4. Timeline:

- **SOW Start Date:** 04/01/2025
  - **SOW Duration:** No Contract, Yearly Price Evaluation
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### 5. Vendor/Acquisition Requirements:

- **Experience:** Minimum of 3 years in supplying printers, with experience in healthcare or high-volume office settings preferred.
  - **Certifications/Licenses:** Relevant certifications privacy compliance etc.
  - **Insurance Requirements:** General Liability Insurance and any other relevant coverage applicable to the printer supply industry.
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## 6. Submission Instructions:

- **Quote Submission:** Submit a quote via the designated portal by **02/26/2025** including standard pricing, proposed delivery schedule, and any sustainability options.
  - **Required Documents:** Attach proof of certifications, insurance, and relevant experience, along with product descriptions or samples if requested.
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## 7. Terms and Conditions

### A. Award Provisions Statement:

- An Award serves as formal notification of Grace Health's acceptance of the vendor's proposal for the specified project in alignment with Grace Health's HRSA-approved scope of project. This award is contingent upon the vendor's compliance with all outlined requirements and applicable federal procurement regulations. The following provisions apply to this award:

### B. Specific Activities or Services to Be Performed or Goods to Be Provided:

- The vendor is required to fulfill all tasks, services, or goods as detailed in the approved Scope of Work (SOW). All work must be completed in accordance with the agreed-upon timeline and quality standards.

### C. Performance Monitoring:

- Grace Health will actively monitor contractor performance through regular progress reviews, site visits, and the submission of required progress reports. The vendor must promptly address any identified deficiencies to ensure compliance with project objectives.

### D. Data Reporting Requirements:

- The vendor must provide all necessary data, primarily through detailed and accurate invoicing, to support Grace Health's federal financial and programmatic reporting obligations. Data must be submitted in the required format and by the specified deadlines.

### E. Record Retention, Accessibility, and Audit Rights:

- The vendor must maintain all project-related records, especially financial documents and invoices, for a minimum of **three (3) years** from the submission of the final expenditure report, in compliance with **45 CFR § 75.361**.
- All records must be readily accessible for audit or inspection by Grace Health, HRSA, or authorized representatives.
- Grace Health reserves the right to audit vendor records to ensure compliance with federal procurement guidelines.

### F. Property Management (if applicable):

- Any equipment, materials, or property procured or provided for this project must be managed according to federal property management regulations. This includes proper inventory control, safeguarding of assets, and prior approval for disposal or transfer.

**G. Payment Terms:**

- Payments will be processed based on the successful completion of agreed-upon milestones and deliverables as outlined in the award notification. All payments are contingent upon the vendor meeting all performance and compliance requirements.

**H. Termination Clause:**

- Grace Health reserves the right to terminate this award at any time if performance expectations are not met, if the vendor fails to comply with the agreed-upon terms, or if any federal or organizational policies are violated.

**I. Acknowledgment of Award:**

Upon receiving this bid award, the vendor agrees to comply with all terms and provisions outlined within. To confirm acceptance of the award, the vendor must sign and return the bid award acknowledgment. Failure to return the signed form within the specified timeframe may result in the award being rescinded.

Failure to adhere to these provisions may result in corrective actions, termination of the award, or disqualification from future procurement opportunities.

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**8. Contact Information:**

For questions, please contact:  
Grace Health Procurement Department  
Email: [vendor@gracehealthky.org](mailto:vendor@gracehealthky.org)  
Phone: 606-526-9005