



Printing Services and Maintenance

REQUEST FOR INFORMATION (RFI)

APRIL 16, 2025

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SECTION I: KERN HEALTH SYSTEMS BACKGROUND

A. Kern Health Systems Background

KHS is a public agency formed under Section 14087.38 of the California Welfare and Institutions Code. KHS began full operations on September 1, 1996. KHS serves an estimated 405,000 Medi-Cal beneficiaries in Kern County. Medi-Cal is a jointly funded, Federal-State health insurance program. KHS has expanded its services to a Dual Special Needs Program, Medicare/Medi-Cal plan which will be effective January 1, 2026, and we anticipate both to grow significantly in memberships.

Kern Health Systems can be located on the following link: [Home / Kern Family Health Care](#)

B. Statement of Purpose

This RFI is issued solely for information and planning purposes. It does not constitute a solicitation and is not a commitment to issue a solicitation in the future. KHS will not reimburse any costs incurred in preparing a response to this RFI.

KHS is soliciting responses from qualified Bidders to address the stated requirements of this RFI. A qualified Bidder, for the purpose of this RFI, is one that can reliably provide the required services to KHS and perform to the satisfaction of KHS and its regulators for the entire term of the agreement.

Upon receipt of this RFI, recipients are expected to read and understand the service priorities and requirements that have been defined by KHS. Ample opportunity will be given to ask questions and receive clarification. The final Proposal submitted, should include all appropriate goods and services required to satisfy the identified priorities and requirements.

SECTION II: INSTRUCTIONS AND CONDITIONS

A. Instructions and Conditions

1. Definitions

- 1.1. As used herein, “RFI” means “Request for Information.”
- 1.2. As used herein, “KHS” means “Kern Health Systems.”

2. Examination of Proposal Documents

- 2.1. Before submitting a Proposal, each Bidder is expected to thoroughly examine the specifications in the Attachments, and all other related documents included in this RFI, including subsequent amendments to the RFI.

3. Amendments

Bidders are advised that KHS reserves the right to amend the requirements and timeline of this RFI. Any changes to the RFI will be amended and published on KHS’s website. A notification may be sent to all Bidders known to have received a copy of the RFI. This may be done via e-mail, or other method as determined by KHS.

4. Cancellation of RFI

- 4.1. Issuance of this RFI or receipt of proposals does not commit KHS to award a contract. KHS reserves the right to withdraw this RFI at any time without further notice and, furthermore, makes no representation that any contract will be awarded to any bidder responding to this RFI.
- 4.2. KHS expressly reserves the right to postpone proposal opening for its own convenience; to accept or reject any or all proposals received in response to this RFI; to waive informalities and minor irregularities in bids received; to reject any and all proposals responding to this without indicating any reasons for such rejection; to negotiate with other than the selected bidder should negotiations with the selected bidder be terminated; to negotiate with more than one bidder simultaneously or to cancel all or part of this RFI .

5. RFI Schedule

The following table presents the anticipated schedule for this RFI and will be strictly adhered to unless modified by amendment. All dates are subject to change at KHS’s discretion.

Event	Date
RFI Issue Date	April 16, 2025
Bidders Questions Due	April 23, 2025 (2:00pm PST)
Responses to Questions due from KHS	April 29, 2025
Proposals Due	May 12, 2025 (2:00pm PST)

6. Point of Contact

6.1. All communications relating to this RFI must be directed to KHS's designated contact below:

Alonso Hurtado
TASRFP@khs-net.com
Kern Health Systems
2900 Buck Owens Blvd
Bakersfield, CA 93308

6.2. Any and all communications relating to this RFI must be directed to the Point-of-Contact named above. Communications relating to this RFI between respondents, KHS staff members and/or Board of Directors concerning this RFI are strictly prohibited.

7. Questions and Clarifications

If a Bidder desires an explanation of any kind regarding provisions of this RFI, the Bidder must generate a written request for such explanation. The request may be e-mailed to TASRFP@khs-net.com

7.1. Requests for explanation must be submitted by April 23, 2025, 2:00 PM PST, allowing sufficient time for a reply to reach all Bidders before the submission of their Proposals.

8. Proposal Submittal

Date and Time: Proposals shall only be submitted electronically via e-mail to TASRFP@khs-net.com no later than May 12, 2025, 2:00 PM PST. Bidders should not include any unnecessarily elaborate or promotional material.

8.1. Acceptance of the Proposal

8.1.1. KHS reserves the right to accept or reject any and all proposals, or any item or part thereof, or to waive any informalities or irregularities in proposals.

8.1.2. KHS reserves the right to withdraw this RFI at any time without prior notice and KHS makes no representations that a contract will be awarded to any bidder responding to this RFI.

8.1.3. KHS reserves the right to postpone proposal opening for its own convenience.

8.2. Alternate Proposals are not authorized and will not be considered.

8.3. Late Proposals will not be considered or accepted if received after the time set for receipt specified in this RFI. For purposes of this RFI, the official time shall be the time reflected in the KHS RFI email.

ATTACHMENT A

SCOPE OF SERVICES

KHS is seeking information from qualified vendors regarding the provision of printer support and maintenance services. This RFI is intended to gather details on vendor capabilities, service offerings, and pricing structures to assist in the evaluation and potential procurement of such services.

This is not a request for proposal and does not commit KHS to any future business relationship.

Vendors are requested to provide information addressing the following areas:

a. Company Profile

- Company name, address, and contact information
- Years in business and relevant experience in printer support and maintenance
- Summary of core services and capabilities

b. Technical and Support Services

- Types of printers supported (brands, models)
- Preventive maintenance services offered
- On-call or on-site repair services (response times, availability)
- Remote diagnostics or monitoring capabilities
- Supply management services (toner, ink, paper, etc.)
- Replacement policy for faulty devices

c. Service Levels and SLAs

- Standard service level agreements (SLAs)
- Response and resolution timeframes
- Reporting and ticketing systems

d. Geographical Coverage

- Areas or regions where support is available
- Local vs. centralized support centers

e. Client References

- Examples of current or previous clients (preferably similar in size or industry)
- Case studies or testimonials if available

f. Pricing Structure

- General pricing models (flat rate, per-device, per-call)
- Estimated cost ranges for typical service plans
- Any setup, travel, or additional fees

KHS currently owns and operates the inventory under Attachment B.

ATTACHMENT B

PRINTERS INVENTORY

Make	QTY	Model
Canon	1	iR-ADV C5840i
Canon	1	2270
Canon	2	2870
Canon	2	5055
Canon	1	5065
Canon	1	6255
Canon	1	Color ImageClass X MF1538C
Canon	1	Color imageRUNNER Advance C5550i
Dell	1	Dell 2330d
Canon	1	DR-X10C II
Canon	1	Image Runner Advance 6555i
Canon	1	imageCLASS
Canon	1	ImageCLASS X
Canon	4	imageClass X LBP1440
Canon	15	imageCLASS X MF1238 II
Canon	1	imagePRESS V1000
Canon	1	iR Advance 4035
Canon	1	iR Advance 6255
Canon	1	iR Advance 6555i
Canon	3	iR Advance 6575i
Canon	1	IR ADVANCE 6860i
Canon	1	iR Advance C5051
Canon	1	iR Advance C5235
Canon	1	iR Advance C5560i
Canon	1	iR Advance DX C5750i
Canon	1	iR Advance DX C5850i
Canon	4	iR1643i
Canon	1	IR-3570
Canon	5	IR-5000
Canon	2	IR-5065
Canon	1	iR6860i
Canon	1	iR-ADV 4535
Canon	1	iR-ADV 4945
Canon	1	iR-ADV 529

Canon	1	iR-ADV 529i
Canon	1	iR-ADV 6870
Canon	1	iR-ADV C5840
Canon	1	iRC5860i
HP	1	LaserJet 9050dn
HP	1	LaserJet Ent M806X
Canon	56	LBP215
Canon	15	LBP215dw
Canon	5	LBP228dw
Canon	1	LBP664C
Canon	4	LBP664cdw
Canon	2	MF449DW
Canon	1	Plotter iPF825