

Request for Proposal (RFP) 07-09

**Multifunction Copier/Scanner/Printer
Managed Print Services**

**Copiers and Copy Support Services
Throughout City Offices in Gary**

RFP Circulation Date:

7 September – 5 October 2018

Proposal Submission Deadline:

5 October 2018

Completed Selection Date:

26 October 2018

Implementation Date

25 January 2019

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Section 1 – Executive Summary

The City of Gary invites proposals from prospective vendors that will provide full-service copy/scanner/print/fax equipment and managed print services and administer the duties and responsibilities set forth in this Request for Proposals (“RFP”), in compliance with all applicable laws, regulations, policies and procedures. This proposal is occurring now to work with our budget process for next year. This contract would not start until 1 January 2019.

These copiers will be located within the City of Gary at various City facilities. The City of Gary will require a single vendor to deliver and support the replacement of 56 copiers.

The City’s objective/goal of this project is:

- Decrease costs while increasing overall productivity by upgrading equipment and capabilities.
- Maintaining consolidated services with one vendor.
- Increase staff productivity and efficiency by reducing paper handling (eDocument solutions).

Vendors who meet the criteria set forth herein shall submit a proposal that meets all requirements as outlined in this RFP. The City is appreciative of your time and effort in preparing this proposal.

Each bidder’s response to the RFP shall offer one machine model per volume level, and detail a full-service scenario whereby the vendor provides, installs, maintains and services for the equipment including toner and parts.

SCOPE:

The selected firm shall provide to the City all the necessary equipment and services to fulfill its duties and obligations.

Duties and obligations include but are not limited to, provision of the following:

The goals established for this project include:

- High Quality, high performance
- Reliable Service, very little downtime

- Easy network printing options
- Quality duplex printing

A list of existing copy machines can be found in **Section 6: Attachments**. These machines have color, multiple paper trays, stapler, collates and ability to read and print two-sided documents. The City reserves the right to reduce the number of machines at selection time.

Copiers currently under Lease will expire at various times in 2019. Please provide cost to deal with replacement of these systems in your proposal.

Section 2: Services/Requirements- MFP's

The City intends to reduce its current footprint of copiers, moving and consolidating copier volume to the required multifunction copier/scanner/printer/fax machines as noted in these requirements.

The City requires 56 multifunction copier/scanner/printer/fax machines to be located at its City Hall building.

These 56 machines will be used by multiple departments including Finance, Legal, Community Development, Recreation, Mayor's suite, Police Department Administration, Crime Investigation, and Records Management and Community Development, Dept of Commerce, General Services, Human Resources, Human Relations EEOC, Parks, Vehicle Maintenance, Environmental Affairs, Fire, Genesis Center, City Ops – Media, Redevelopment, Youth Service Bureau, Public Works, and Law.

Minimum Equipment Specifications

- o Copy, Print, Fax, Scan to network file folders in PDF format.
- o Black/White units- 35-45ppm- Color units 30-35 ppm (min)
- o Extra-large capacity paper tray
- o Normal drawer hold a ream of copy paper-minimum
- o Bypass Tray
- o Document Feeder
- o Duplexing
- o Enlargement and reduction, image shift capabilities
- o Collating and stapling, Off Set Stacking
- o Standard Print Management Capabilities
- o Built in Fax
- o Same Manufacturer- so they operate similar
- o Security- PIN number for walk up user if needed
- o Encryption if needed

Copiers must perform OCR (Optical Character Recognition) to make documents searchable within our city's network. The city understands not all documents can be converted, however the option should be there.

The solution should have the option to provide a naming convention, determined by the city, based on type of document.

SERVICE Requirements:

- 4 hour response time
- Click charge needs to include- service, repairs, parts, labor, toner/ink, drum, and developer
- New equipment training within 2 days of install
- Unlimited onsite training

Rate Increases: No allowance will be made for any rate increase (equipment, supplies, parts, labor) during term of contract. Any proposed increase will make the contract null and void, in which case, vendor will only be paid for products and services throughout the date of termination of contract.

Machine Removal, Delivery, Set-up and Acceptance –

All pricing must be inclusive of machine delivery charges to City locations. Normal installation is to include initial operating supplies (except paper and staples). A pre-delivery walkthrough of each site and equipment location will be coordinated with the City to ensure access and power requirements are acceptable. An operator's manual is to be delivered with each machine.

Copies - Billing for copies shall be on a Quarterly basis, with all copiers under one contract. Example: Citywide quarterly usage allowance XX,000 copies. Copies made during service are not included in the usage charges. The vendor is responsible for all copies made during service.

Section 3 – Proposal Requirements

The City has limited funding allotted for the completion of this project. Vendors are encouraged to be creative for the most cost effective solution.

All costs incurred in the preparation and presentation on this proposal is the vendor's responsibility.

Proposals shall consist of one (1) signed original and four (4) copies, submitted in a sealed envelope plainly marked "SEALED BID FOR MULTIFUNCTION COPIER/SCANNER/PRINTER/FAX LEASE AND MANAGED PRINT SERVICES- DO NOT OPEN WITH REGULAR MAIL."

Send proposals to:

Public Works

401 Broadway Ave

Gary, In 46402

BID: Multifunction Copier/Scanner/Printer Managed Print Services

All Proposals should contain the following:

- A Table of Contents, indicating the page where each section begins.
- Proposals should not be more than 15 pages in length.
- Cover sheet- with name of company and contacts listed. Brief description of company history, ownership information, the year the company was established; the former name(s) of the company, if applicable; and the state in which the company is incorporated, if applicable.
- Vendors Qualifications: Description of experience and qualifications of the staff members who will be performing the installs. This information will allow analysis of the proposed individual's qualifications and must include number of years with company, major projects worked on or completed within last 3 years (for local City vendors this is not a disqualifier).
- Experience in public sector within Indiana and Northwest Indiana if applicable.
- Vendors' total number of Clients in Indiana and Northwest Indiana if applicable.

- Three recent public sector references, with contact information that City can contact for information about respondent's performance within the past 12 months.
- A written plan that clearly identifies the equipment and services proposed and a detailed description of how the respondent proposes to implement the plan, this should include training for employees. This should include a timeline and any explanation of what work, if any, City employees will need to be responsible for.
- Repair technicians that will be repairing copiers at Police Dept. must have information submitted for a background check.

Requested Responses:

Proposal Due Date: 5 October 2018

RFP Title: Multifunction Copier/Scanner/Printer Managed Print Services

Issuing Department:

City of Gary
Information Technology Dept.
401 Broadway Ave
Gary, In 46402
Contact: Lloyd L. Keith
Chief Technology Officer
(219) 881-1323
lkeith@ci.gary.in.us

Withdrawal of Proposal

Vendors may withdraw a proposal at any time during and after the review and award process, up to approval by the Board of Works designated vendor.

Withdrawal of Request for Proposal

The City retains at all times the right to cancel or withdraw this RFP, and to refuse to accept a proposal from any vendor for any reason within the City's discretion.

SECTION 4: Selection/Evaluation

RESPONDENT QUALIFICATIONS

The City will only consider proposals from vendors that:

- Have demonstrated a proven track record of successfully and reliably providing similar services to public and private entities.
- Currently are not involved in any adverse claims, disputes or lawsuits of any kind against the City.
- Are not delinquent in any financial obligations of any kind within the City.
- Have demonstrated substantial compliance with this request.

EVALUATION CRITERIA

A review team will evaluate the proposals. The relative importance of each factor is a management judgment, in the sole discretion of the City. A proposal will be evaluated and scored on the following criteria, including but not limited to:

- Meets technical specifications
- Total cost is within city budget
- Relevant qualifications/experiences for similar sized municipalities/clients and qualifications of assigned staff
- Feedback from references
- Proposed plan for project
- If the project is in a timely manor

RESPONSIVENESS OF PROPOSALS

The City shall only consider those proposals that conform to the material requirement of the City's request and that are submitted in the proposal format set forth herein. A proposal will be considered as conforming and responsive if it substantially addresses and promises to meet the requirements contained in this request or any future reasonable requests made over the course of the selection process. The City reserves the right to accept or reject any proposal that in its sole discretion does not conform to the terms and conditions as outlined herein.

SELECTION

The Selection Committee may be comprised of the following:

1. Chief Technology Officer
2. A representative of the City Attorney's office
3. A representative of the City Finance Department
4. A representative of the City HR Department
5. A representative of the City Fire Department
6. A representative of the City Police Department
7. A representative of the City Public Works
8. A representative of the Department of Commerce
9. A representative of the Mayors Administration

PUBLIC INFORMATION NOTICE

All proposals submitted to the City will be kept in confidence by the Selection Committee and shall be used solely for the purpose of evaluating the proposal for a possible award. The City retains the right to provide copies provided by Vendors to its staff, legal, technical and financial advisors and representatives.

Please note that: All information submitted for review may be subject to the Indiana Open Records Law and may be made available upon request by the public. Vendors should take care not to provide any confidential information, trade secrets or intellectual property that could be disclosed to the public should an open records request be received by the city.

Section 5: Special Terms & Conditions

- Equipment offered must be new, unused, current models.
- Vendors may be required to provide demonstrations of proposed machines prior to selection of award.
- The machines shall be delivered, installed and made ready for use by the selected vendor
- The vendor shall coordinate and provide delivery at no additional fee.
- The vendor shall provide end-user training to city staff at no additional fee.
- Multifunction machines will perform to manufacturer's specifications for a minimum of 98% of the time during normal city office hours averaged over a three-month time frame. Any machine that fails to meet this standard shall be replaced with an equal or better model at no cost to the City. If vendor fails to correct the non-performance, the City reserves the right to terminate the contract by giving a five (5) calendar day written notice to the vendor after which no further obligation is due from the City.
- Vendor will provide routine maintenance and repair services for no additional fee.
- Service will be furnished to the City between 8:00 a.m. and 4:30 p.m., Monday through Friday. Only fully trained and qualified technicians shall perform the maintenance on the copiers. Please note once vendor is selected, vendor will need to provide list of technicians for background checks for Police Department repair servicing.
- Vendors shall include proposed method of managing service calls including:
 - Method for history of call on each device/logging
 - Level of service specifications
 - Number of trained technicians for each machine type and size of area served
 - Average support call response time
 - Location of local office and support dispatch office
- The City will supply paper for the machines. Vendor shall be responsible for supplying toner, drum, fusers, and all parts for machine to function; this will include the cost in the maintenance

price. All parts and supplies must be Original Equipment Manufacturer (OEM).

- Proposals must include prices for copy machine purchase and for maintenance (service and supply) cost per copy page.
- Citywide Quarterly costs will be based on machine usage and will be billed in arrears; no minimum number of copies will be specified. Vendor shall bear all costs for labor and parts required to maintain the copy machine in good working order and make all necessary adjustments, replacements, and repairs caused by normal wear and tear.
- The maintenance price will be fixed for the contract term with no price increase. Any proposed increase will make the contract null and void, in which case, vendor will only be paid for products and services throughout the date of termination of contract.
- Proposed prices will include all federal, state, and local taxes as applicable.
- All proposals must contain descriptive literature on the proposed multifunction device(s). At least one technical sheet must be provided for each machine model, accessory or option. Manufacturer specifications must specify certified monthly volumes for each machine. Other descriptive literature or reports, including award certificates from an independent testing agency, will be accepted in addition to required literature.

Contract Period.

The Contract Period shall begin 28 January 2019 and continue for 3 years. The contract may be extended for up to three (3) additional one-year contract periods, beginning in 28 January 2022. The additional one-year contract extension periods shall be exercised at the sole discretion of the City.

Independent Contractor's Status.

Vendor shall at all times during the term of the contract perform the services described as an independent contractor, and as such, is not an employee of the City for any purpose whatsoever.

APPLICABLE LAW

The contract shall be governed by the laws of the State of Indiana and venue for any action concerning the agreement shall be in Gary, Indiana. The Vendor shall at all times comply with all federal, state and local laws, ordinances and regulations in effect during the period of this contract.

DISPUTE RESOLUTION

Should disputes arise between parties during the course of this contract, the parties shall make a good faith attempt to resolve disputes through dialogue and negotiation. If such efforts fail to resolve the differences, prior to the commencement of legal action, the parties will attempt to resolve the issues through mediation conducted in Lake County, State of Indiana, by an Indiana mediator chosen by Agreement of the parties. The parties shall share equally in all costs associated with mediation.

CANCELLATION; TERMINATION

A. The City reserves the right to cancel the contract in whole or in part, without penalty, due to non-appropriation of funds or for failure of the vendor to comply with the terms or conditions of the contract.

B. The City may terminate this contract for any reason at any time upon not less than 10 calendar days' written notice to the vendor.

C. In the event of termination the City shall pay the vendor for that portion of the work satisfactorily performed prior to the date of termination.

D. Upon cancellation or termination herein, the vendor shall promptly discontinue all work.

Section 6. Attachment

Current Inventory

<u>City Hall Building</u>					
<u>Department</u>	<u>Equipment Type</u>	<u>Serial #</u>	<u>LEASED Sticker #</u>	<u>Black& White</u>	<u>Color</u>
3rd Fl. Public Works	TOSHIBA-E-STUDIO 557	CAEF33031	LEASED	Yes	
3rd Fl. Public Works	RICHO MP C5501	V9615001635			Yes
3RD FL. PLANNING / ZONING	TOSHIBA E-STUDIO 357	CEGD26470	LEASED A7533	Yes	
3RD FL. BUILDING CODE	TOSHIBA E-STUDIO 357	CEFD20603	LEASED A7774	Yes	
3RD FL. BUILDING CODE	TOSHIBA E-STUDIO 457	CEGD23089	LEASED A7773	Yes	
2ND FL. MAYOR'S OFFICE	TOSHIBA E-STUDIO 357	CEGD26605	LEASED A7531	yes	
2ND FL. MAYOR'S OFFICE	TOSHIBA E-STUDIO 5560C	CSGD13243	LEASED		yes
2ND FL. MAYOR'S OFFICE	CANON IMAGE RUNNER ADV. 4235	QHM09059		yes	
2ND FL. COM. COUNCIL	TOSHIBA E-STUDIO 5560C	CSAE17024	LEASED		yes
1ST. FL. HUMAN RESOURCE	TOSHIBA E-STUDIO 5560C	CSGD13241	LEASED A7536		yes
1ST FL. COMMON CONCIL	TOSHIBA E-STUDIO 357	CEAE58791	LEASED A8767	yes	
1ST. FL. INFORMATION DESK	RICOH MP-C5501	V9615000825			yes
1ST. FL. LAW OFFICE	TOSHIBA E-STUDIO 557	CAHD13502	LEASED A7534	yes	
1ST. FL. LAW OFFICE	CANON IMAGE RUNNER ADV. 4235	QHMD7126	LEASED A5770	yes	
1ST. FL. FINANCE DEPT.	RICOH MP-C6501	V7601200025			yes
1ST. FL. FINANCE DEPT.	CANON IMAGE RUNNER ADV. 4251	QHS02195		yes	

<u>Department</u>	<u>Equipment Type</u>	<u>Serial #</u>	<u>LEASED Sticker #</u>	<u>Black& White</u>	<u>Color</u>
BASEMENT INSURANCE	TOSHIBA E-STUDIO 357	CEGD2 6461	LEASED A7532	yes	
BASEMENT FINANCE	TOSHIBA E-STUDIO 5560C	CSGD1 3260	LEASED A7535		yes
BASEMENT FIRE DEPARTMENT	RICOH MP 5001	V80150 00975		yes	
555 POLK STREET					
			<u>POLICE</u>		
4TH FL. ADMIN.	CANON IMAGE RUNNER ADV. C5255	JME083 36	LEASED B2978		
3RD. FL. DETECTIVE BURERAL	CANON IMAGE RUNNER ADV. C5255	JME06 401	LEASED B2972		yes
2ND. FL. JUVENILE	SHARP AR-M550	6AB017 81			
2ND. FL. TRAINING	SHARP AR-M700	650079 41			
1ST. FL. POLICE RECORDS	CANON IMAGE RUNNER ADV. 6275	NMC03 603	LEASED B2976		
1ST. FL. DRUG COURT	CANON IMAGE RUNNER ADV. 4251	QHS013 27			
1ST. FL. DRUG COURT	CANON IMAGE RUNNER ADV. C5255	JME083 43			
<u>1st. Fl. POLICE SERVICE COM.</u>	UNAVAILABLE/ OFFICE CLOSED				
BASEMENT PATROLL	CANON IMAGE RUNNER ADV. 4251	QHS012 48	LEASED B2977		yes
BASEMENT CSI	RICOH MP-C2050	V22052 00569			

BASEMENT ANIMAL CONTROL	SHARP AR-M455	NEED SERIAL #			
<u>POLICE & FIRE TRAINING</u>					
<u>Department</u>	<u>Equipment Type</u>	<u>Serial #</u>	<u>LEASED Sticker #</u>	<u>Black& White</u>	<u>Color</u>
POLICE & FIRE TRAINING	RICOH MP-C6501	V76102000371			
POLICE & FIRE TRAINING	SHARP AR-M700				
<u>STREETS & SANITATION</u>					
STREETS & SANITATION	RICOH MP-C6501	V76012000384			yes
STREETS & SANITATION	RICOH MP 5001	V8015000945			yes
<u>NARCOTICS</u>					
NARCOTICS	SHARP AR-M700			yes	
<u>HEALTH DEPARTMENT</u>					
HEALTH DEPARTMENT	RICOH MP 6001	V69149000959		yes	
HEALTH DEPARTMENT	TOSHIBA E-STUDIO 656	CZAD17665	LEASED A6138	yes	
HEALTH DEPARTMENT	SHARP MX-M503U	1501241600		yes	
<u>839 BROADWAY</u>					
3RD. FL. COMMUNITY DEVELP.	RICOH MP-C6501	RNP109378			
3RD. FL. COMMUNITY DEVELP.	TOSHIBA E-STUDIO 656	CZHC16306	LEASED A5826		

<u>Department</u>	<u>Equipment Type</u>	<u>Serial #</u>	<u>LEASED Sticker #</u>	<u>Black& White</u>	<u>Color</u>
3RD. FL. COMMISSION FOR WOMEN	RICOH MP-C6501	V76012000385			
2ND. FL. PARKS DEPARTMENT	TOSHIBA E-STUDIO 5560C	CSFD12645	LEASED A7721		
2ND. FL. ENVIRONMENTAL AFFAIRS	TOSHIBA E-STUDIO 557	CAGD13220	LEASED		
2ND. FL. ENVIRONMENTAL AFFAIRS	RICOH MP-C5501	V9615001194			
<u>CENTIER BANK BUILDING</u>					
2ND. FL. REDEVELOPMENT	TOSHIBA E-STUDIO 5560C	CSGD13245	LEASED A7722		yes
2ND. FL. REDEVELOPMENT	TOSHIBA E-STUDIO 557	CAHD13511	LEASED A7716	YES	
<u>GENESIS CENTER</u>					
2ND. FL. MAIN OFFICE	RICOH MP-C5501	V9615000816			yes
1ST. FL. TICKET BOOTH	TOSHIBA E-STUDIO 357	CEGD26471	LEASED		
<u>INTERNAL AFFAIRS</u>					
INTERNAL AFFAIRS	TOSHIBA E-STUDIO 357	CEGD26526	LEASED A7709	yes	
<u>HUDSON CENTER</u>					
<u>FIRE DEPARTMENT</u>					
FIRE DEPARTMENT	CANON IMAGE RUNNER C5250	JMQ09641		yes	
FIRE DEPARTMENT	SHARP AR-M700			yes	

<u>FIRE DEPARTMENT</u>					
FIRE DEPARTMENT (GARY)	SHARP AR-M455			yes	
FIRE DEPARTMENT FIRE PREVENTION	SHARP AR-M455			yes	
FIRE DEPARTMENT FRONT OFFICE	RICOH MP-C6501	V76011 00380			yes
FIRE DEPARTMENT AIRPORT	RICOH MP-5001	V80150 01016			yes
MILLER BEACH PAVILION					
Pavilion Front Desk	Ricoh Alficio SP-C242SF	N/A	Small desktop Copier/Fax/Prt		yes