



City of Westbrook

Request For Proposal (RFP)

For

COPIER AND PRINTER
MANAGED SERVICES

Proposals May Be Mailed or Delivered In Person To

**City of Westbrook
Attn: City Clerk's Office
2 York Street, Westbrook ME 04092**

**Proposals Must Be Received By 4:00 P.M.
On The Date Indicated Below:**

April 27th 2012

Table of Contents

1. RECEIPT AND OPENING OF PROPOSAL.....4

2. EXAMINATION OF REQUIREMENTS.....4

3. PREPARATION OF PROPOSAL4

4. ADDENDA AND INTERPRETATION5

5. SITE INSPECTION.....5

6. AWARD OF CONTRACT6

7. TERMS AND CONDITIONS6

8. INTRODUCTION - CONTRACTOR QUALIFICATIONS AND RESPONSIBILITIES..... 6

9. BACKGROUND AND DESCRIPTION7

 9.1. GENERAL OVERVIEW:7

 9.2. PROJECT DESCRIPTION:8

10. SPECIFICATIONS AND REQUIREMENTS.....8

 10.1. FEATURES:..... 8

 10.2. WARRANTY: 9

 10.3. EXPERIENCE OF THE MANUFACTURER, REFERENCES AND SERVICE DEALER: 9

 10.4. ENVIRONMENTAL SUSTAINABILITY: 10

 10.5. COPIER CODES FOR DEPARTMENT USE..... 10

 10.6. CUSTOMER SUPPORT SERVICES: 10

 10.7. EQUIPMENT UPTIME 10

 10.8. REMEDIAL AND PREVENTIVE MAINTENANCE AND SUPPLIES: 11

 10.9. RESPONSE TIME: 11

 10.10. REPAIR CREDIT: 11

 10.11. LOANER: 12

 10.12. INSTALLATION, INSPECTION, AND ACCEPTANCE: 12

 10.13. INVOICING: 12

 10.14. USER TRAINING: 12

 10.15. PRICE ANALYSIS: 13

 10.16. LESSOR’S REMOVAL AND SURRENDER OF THE EQUIPMENT: 13

 10.17. RELOCATION:..... 13

11. PROPOSAL REQUIREMENTS AND FORMAT 13

 11.1. EXECUTIVE SUMMARY 13

 11.2. FIRM PROFILE AND EXPERIENCE 14

 11.3. PRICING INFORMATION 14

 11.4. CONFLICT OF INTEREST 14

 11.5. EXCEPTIONS..... 14

12. PRE-SUBMITTAL ACTIVITIES 15

13. REVISION TO THE RFP 15

14. SELECTION PROCESS AND TIMELINE 15

15. SPECIAL CONSIDERATIONS 16

 15.1. RESERVATIONS16

 15.2. PUBLIC RECORDS.....16

 15.3. RIGHT TO CANCEL16

City of Westbrook – Digital Copier RFP

15.4. ADDITIONAL INFORMATION.....16
15.5. INSURANCE REQUIREMENTS.....16
15.6. CONTRACTUAL REQUIREMENTS16
16. APPENDIX 1 - BIDDERS RESPONSE SHEET17
17. APPENDIX 2 – LIST OF COPIERS17



CITY OF WESTBROOK

**REQUEST FOR PROPOSAL
COPIER AND PRINTER MANAGED SERVICES**

INSTRUCTIONS TO PROPOSERS

1. RECEIPT AND OPENING OF PROPOSAL

The City of Westbrook invites qualified contractors to submit proposals to provide digital copier services for the City of Westbrook.

Proposals must be received in the City Clerk's Office by 4:00 p.m. on April 27th 2012.

An envelope containing one (1) original and eight (3) copies of the proposal must be sealed and addressed to City of Westbrook, 2 York Street, Westbrook Maine 04092 Attention: City Clerk's Office, and must be marked "RFP – COPIER MANAGED SERVICES". The envelope must show the proposer's name and address.

Proposals will not be opened publicly. Any proposal received after the established closing date and time will not be accepted and will be returned to the proposer unopened. Proposals may be withdrawn upon written request at any time prior to the established closing date and time. The proposer or the proposer's authorized agent must sign such request.

2. EXAMINATION OF REQUIREMENTS

Each proposer must carefully examine the requirements contained herein. Upon receipt of responses hereunder, each proposer shall be thoroughly familiar with all requirements contained herein. The failure or omission to examine any form or document shall in no way relieve a proposer from any obligation in respect to this proposal as submitted. Any misinterpretation of the requirements is solely that of the proposer's.

3. PREPARATION OF PROPOSAL

As described in Section 11 "Proposal Requirements and Format", Proposals must be submitted in the following format:

1. Executive Summary.
2. Company Profile and Experience.
3. Pricing Information.
4. Conflict of Interest.
5. Exceptions.

In addition, any material that will add to the persuasiveness of your proposal may be included. However, if the materials do not directly address the stated requirements, please include them in an appendix or a separate volume. The City will review and consider all material submitted, but will concentrate on the material that directly addresses the City's stated needs. Your proposal must be signed and dated in ink by the owner, partner, or corporate officer of the company or by an agent duly authorized to represent the contractor under this proposal. Include the name and position held within contractor's organization.

4. ADDENDA AND INTERPRETATION

No interpretation of the meaning of the specifications or other proposal documents will be made to any proposer orally. Proposers are not to contact any individual other than the City Administrator's Office. Every request for such interpretation must be in writing and addressed to: City of Westbrook – City Administrator's Office, City of Westbrook, 2 York Street, Westbrook Maine 04092 and must be received at least seven (7) days prior to the date for the closing of bids. Requests may be emailed to itsupport@westbrook.me.us.

Any and all such interpretations and any supplemental instructions will be in the form of written addenda which, if issued, will be posted on the City Website (www.westbrookmaine.com) no later than seven (7) calendar days prior to the date for the closing of proposals. Addenda required later than seven (7) calendar days prior to the proposal closing date may cause a postponement in the proposal closing date. Failure of any proposer to receive any such addendum or interpretation shall not relieve such proposer from any obligation under this proposal as submitted. All addenda so issued shall become part of the specifications and contract documents.

5. SITE INSPECTION

Before submitting a proposal, each proposer shall make all investigations and examinations necessary to ascertain all conditions and requirements affecting the full performance of the contract and to verify any representations made by the City upon which the proposer will rely. If the proposer receives an award as a result of its proposal submission, failure to have made such investigations and examinations will in no way relieve the proposer from its obligation to comply in every detail with all provisions and requirements of the documents, nor will a plea of ignorance of such conditions and requirements be accepted as a basis for any claim whatsoever by the contractor for additional compensation.

As part of the bidding process, all proposers have the opportunity to submit questions for clarification of specifications or further information – all questions and answers will be published as part of the addenda /interpretation documents. The City will also conduct a Vendor Briefing and City visit tentatively scheduled for April 12th 2012 at 1:00 p.m. Please contact the City Administrator's office at mmecteaux@westbrook.me.us if you wish to attend the Vendor Briefing and Site visit. Specific details regarding time, location, and format will be provided via response email as well as posted on the City website.

6. AWARD OF CONTRACT

The award of the contract will be made to a proposer whose proposal best meets the needs of the City. The City of Westbrook is seeking a partner to provide a comprehensive solution to their copying and printing needs. They are seeking a total solution and not just a one to one replacement of the current copier fleet. The successful proposer will enter into a contract with the City incorporating all prescribed requirements and conditions of this request for proposal. If the successful proposer refuses or fails to execute the contract, the City may consider the next most qualified proposer. The City shall be the sole judge as to the successful proposer. The City reserves the right to split the award of any contract to replace copiers or copier managed services.

The City reserves the right to reject any or all responses to this RFP and to waive any informality or irregularity in this RFP or in responses, to negotiate with all qualified sources, or to cancel, in part or in its entirety, this RFP, in the best interest of the City. This RFP does not commit the City to award a contract, or to procure or contract for services or goods. Before award, proposers may be required to furnish evidence of capability, equipment, and financial resources to adequately perform the job.

Contract Term: The term of the contract shall be in effect for a period of three (3) years. Optionally, the City of Westbrook may extend this contract for two additional one (1) year terms based on contract performance. The contract beginning date shall be when the first copier has been installed and been accepted as operational.

7. TERMS AND CONDITIONS

The “Terms and Conditions” listed in **Appendix 2 “Sample Agreements / Insurance Requirements”** shall be applicable to any contract or agreement entered into as a result of this proposal. The terms “proposer”, “contractor”, “vendor” and “firm”, may be used interchangeably in this solicitation and shall refer exclusively to the person, company or corporation with whom the City enters into a contract as a result of this solicitation.

Service Providers shall certify that they take no exception to this RFP, including but not limited to the provisions of the City of Westbrook Sample Agreements, included as **Appendix 2**. These provisions will be included in any agreement with Service Provider. If the Service Provider does take exception to any portion of the RFP, the specific portion of the RFP to which exception is taken shall be identified and fully explained in the responder worksheet. (**Appendix 1 - Responder Worksheet**) submitted as part of bidder’s proposal submission packet. Sample Agreement text may be edited through the contract negotiation phase of RFP award but all exceptions should be noted as part of proposal submission as a means to prepare for discussions.

8. INTRODUCTION - CONTRACTOR QUALIFICATIONS AND RESPONSIBILITIES

- The City of Westbrook is requesting proposals to secure a qualified Contractor(s) to provide copier managed services. Bids must be submitted on the forms supplied in this document and in the format provided. Only one bid will be accepted per bidder - alternative bids will not be accepted.
- This RFP provides the basic description; describes the required scope of services in general terms; defines the selection process; and defines the information that must be submitted to be responsive to this RFP.
- Proposals are due on April 27th at the City Clerk’s Office as stated on the cover sheet of this RFP.

- For the purpose of this RFP
 - Copiers shall mean business grade digital devices that perform multiple functions such as, but not necessarily limited to copying, faxing, scanning, and printing for large groups of departments.
 - Faxes and Scanners shall mean standalone facsimile, and scanner devices designed for small group or teams.

9. BACKGROUND AND DESCRIPTION

9.1. GENERAL OVERVIEW:

The City desires to develop a strong partnership with a copier and printer managed services provider that will assist in achieving the following objectives:

- Create and Implement an optimization and standardization roadmap for the City’s copiers and faxes
- Reduce the City’s total cost of ownership in regards to output fleet throughout the City departments
- Improve customer service
- Increase the City’s “green footprint”
- Evaluate and recommend document flow improvements

Current Environment - Copiers

The City currently has a fleet of copiers that are no longer under agreement. A list of these copiers including an estimated usage is provided in **Appendix 2 – “List of Copiers”**.

9.2. PROJECT DESCRIPTION:

The City of Westbrook is looking for a service partner to provide and/or manage the City’s output fleet based on industry best practices with special emphasis on fleet optimization and decreased cost of ownership.

The City’s short term objectives are the development and implementation of a comprehensive output fleet strategy and roadmap that addresses the City’s stated objectives while providing full copier services management to the replaced copiers.

The City expects all bidders to respond with their strategy and pricing for the immediate digital copier replacement, as well as high level recommendations for the output fleet optimization strategy.

Bidders shall include detailed pricing for proposed copier models for all recommended replacements. (**Appendix 1 - Responder Worksheet**)

The City intends to replace copiers through a lease for multiple years with a service agreement to maintain the copiers. The proposal should include costs assigned to each model digital copier and calculations for a 3 year lease for comparison purposes. The City is looking for a cost per copy agreement for both color and black and white units. In addition, lease terms may be proposed for a shorter or longer period, buyout terms, trade-in or purchase options, etc. The City is also willing to review existing negotiated agreements with other local government agencies that are eligible for “piggybacking”.

10. SPECIFICATIONS AND REQUIREMENTS

10.1. FEATURES:

- All proposed equipment must be “New” and will not have been used since manufacture and shall be current models of modern technology in current production and not scheduled to retire within the next 24 months
- Must be U.L. approved, ENERGY STAR® compliant
- ISO hard drive security standards compliant. Contractor is responsible for assisting the City in maintaining confidentiality and security of documents and information that pass through Copier
- Able to use both PCL and postscript drivers and be capable to default to black and white and duplex printing for cost efficiencies. Universal print drivers are set up and maintained by the City of Westbrook IT Support.
- Will be capable of reporting potential issues, trigger re-ordering of supplies etc., via network connection, and vendor will provide proactive service based on this information as part of the managed services agreement
- Active Directory integration a plus but not required
- On-line program management and reporting for the City is requested for fleet specific and overview information, supplies ordering, usage, up-time, invoicing, etc.
- All copiers must have the ability to scan to email
- Ability to scan to network folders and workflow applications is a plus
- Copiers and Printers will be able to produce clean, acceptable images using a minimum of 30% post consumer waste recycled paper made for xerographic purposes
- Maintained, configured, and repaired by the vendor. Vendor shall be required to interact with City of Westbrook Technology Support to coordinate configurations and protocols
- Self Service and Pay-for-Use options for Public facing machines (Library)
- Smart Card access control capabilities a plus but not required
- Proposers will include in their response complete descriptive literature of equipment that:
 - Shows specifications of equipment offered. Literature may be submitted in the form of brochures
 - Contains information on electrical and space requirements,
 - Provides the dimensions of the copiers with and without optional features
 - Details measurements including their maximum widths, with finishers/sorters and paper cassettes attached
- Proposers should outline which proposed equipment is National Information Assurance Partnership (NIAP) Certified Level 2 equipment
- OCR options (not a current requirement but City would like to understand options available for future consideration)

10.2. WARRANTY:

Include a complete warranty statement for the equipment you propose.

10.3. EXPERIENCE OF THE MANUFACTURER, REFERENCES AND SERVICE DEALER:

All Service Dealers must be officially authorized and trained by the manufacturer to sell and service the equipment offered.

Bidders must submit the manufacturer's certificate of authorization listing signed by the manufacturer's representative. References are also required a part of the evaluation.

References: Submittal shall include a list of three (3) references that bidder identifies as customers and projects worked with similar size and scope of service.

10.4. ENVIRONMENTAL SUSTAINABILITY:

During the term of this Agreement and any extension(s) of such term, Supplier agrees that its products will be compliant with the following environmental specifications:

- Complies with the EPA ENERGY STAR® Program Requirements for Imaging Equipment (www.energystar.gov), and equipped with reasonable recovery time from ENERGY STAR® power management modes;
- Does not emit ozone, dust or styrene above EPA ENERGY STAR® Program Requirements.

10.5. COPIER CODES FOR DEPARTMENT USE

Some City departments may use codes in the future to account for prints/ copies to operating departments. Copiers are required unless specifically waived to be capable of holding up to 100, five (5) digit print/copy codes and an on demand report functionality to coincide with the accounting for these print/copies.

10.6. CUSTOMER SUPPORT SERVICES:

Certain offices of the City operate twenty-four hours per day, seven days per week. Most offices operate Monday through Friday, 8:00 A.M. – 5:00 P.M. Copiers acquired as a result of this solicitation will be placed in various City offices which are located in various buildings throughout the City of Westbrook. A few locations are two story buildings.

The successful proposer must provide on going telephone support regarding the use of the equipment to end-users' departments, the IT Department and Purchasing staff. Successful bidder(s) shall provide contact person(s) names(s) and telephone number(s) for the telephone support, sales support, service support and field service technicians. On-line portal for support and tutorial information is a bonus but does not substitute for telephone support.

10.7. EQUIPMENT UPTIME

Each device provided by the successful bidder(s) shall be expected to perform the intended functions, to operate satisfactorily and to produce acceptable copy quality for a minimum of 96% of the available work time averaged over a consecutive three-month period. Preventative maintenance time shall not be included in the minimum.

Any device or feature that does not meet the 96% measurement for any three consecutive month periods shall be replaced with new. Such replacements will be at no-charge to the City. This performance guarantee shall apply for a twelve (12) month period beginning with the delivery/acceptance date of the equipment. Failure to meet the 96% uptime standard as required will cause the City to take a service credit and withhold that amount from invoices owed the Vendor. The service credit shall be \$50.00 per hour for each hour below 96% uptime.

10.8. REMIDAL AND PREVENTIVE MAINTENANCE AND SUPPLIES:

City of Westbrook – Digital Copier RFP

Coverage offered in each instance, is to be a full service maintenance contract including all toner, developer, fuser, oil, drums, staples, repair parts, labor and preventative maintenance service. Vendor is not required to provide paper. Vendor is responsible to remove and dispose of used supplies containers. Vendor must provide manufacturers' notices of discontinuing the production of any model furnished hereunder. The equipment will require preventative maintenance and repairs.

The contractor shall provide preventative and remedial maintenance service during City's normal business hours 8:00 A.M. through 5:00 P.M. except on City holidays to keep the equipment in good working order.

Preventative maintenance will be regularly scheduled and based on the specific needs of the equipment as determined by the manufacturer.

On Call remedial maintenance will be performed on an as needed basis as determined by the City and/or determined by Copier diagnostics and "call-home" features.

An adequate inventory of spare parts must be kept by the proposer to be available for repairs necessary to keep the copiers operating. All maintenance will be performed by fully factory trained technicians. The successful bidder shall only use OEM replacement parts and authorized supplies in the equipment proposed. The successful bidder will be responsible to pickup and recycle depleted toner cartridges or supply pre-address, prepaid return labels for shipping.

Please specify in your proposal, the rate for fees and charges of maintenance service should it be requested outside normal business hours to service equipment. Please also include options for "VIP" service for select machines. The City has a couple high profile copiers that occasionally operate after business hours and are critical to business operations at that time (for example, the City Mayor's office has a firm timeline in which to publish agenda reports and need expedited service in case of issues with the copier to meet their deadline).

10.9. RESPONSE TIME:

The Maximum Standard Response Time (for a technician on site) allowed shall be 4 hours from the time of any initial call. Calls placed after 1:30 P.M will be responded to by 9:00 A.M. the next City business day

10.10. REPAIR CREDIT:

Failure to respond as required will cause the City to take a service credit and withhold that amount from invoices owed the Vendor. The service credit shall be \$50.00 per hour for each hour after the 4th hour.

The City will require a per copy credit for all copies made during the course of repair testing and maintenance. The credit must appear as a separate line item on the invoices.

All repair technicians dispatched to repair City Copiers and Maintenance Service shall be fully aware of the conditions contained herein.

10.11. LOANER:

If during a repair call it is determined that a copier cannot be repaired in place within 72 hours of the time a repair call is placed, another copier of like size and features is to be supplied at no cost other than the contract service/maintenance per copy charge in effect at the time.

10.12. INSTALLATION, INSPECTION, AND ACCEPTANCE:

The successful bidder(s) will coordinate the installation phase with City staff. Upon installation, the City shall operate the Copier for thirty (30) days. All functions must work in the City's environment without difficulty or failure. The successful bidder(s) will be notified of any and every difficulty or failure. Should the Copier not perform in accordance with the requirements stated in this solicitation document

City of Westbrook – Digital Copier RFP

to the satisfaction of City staff, the Copier must be removed at the bidder(s) expense and the contract may be terminated. Upon successful performance of the Copier during this thirty-(30) day period, the Copier will be accepted and the contract shall begin.

10.13. INVOICING:

Contractors shall prepare separate official invoices for each copier installation listing:

- a) Invoice date and number
- b) Purchase Order Contract Number
- c) Location, Make Model and Serial Number
- d) Number of copies invoiced
- e) Current and previous reading
- f) Date of meter reading.
- g) Line item identifying per copy credit for copies made during repair testing or maintenance
- h) Line item identifying response time service credits

Note: Contractor shall also prepare a consolidated invoice for information and analysis.

Invoices shall be submitted to:
City of Westbrook Finance/Accounts Payable
2 York Street
Westbrook, ME 04092

10.14. USER TRAINING:

The successful bidder shall provide a minimum of (1) one-hour orientation and training for the end-user department staff on all aspects of machine operation, maintenance, and supply replenishment for each machine placed in service. These sessions will be held in Westbrook at the City’s specified locations.

10.15. PRICE ANALYSIS:

The price analysis will include but not be limited to cost per copy, lease price, all inclusive maintenance & supplies costs, warranty period, cost of excess copies beyond usage estimates (if any).

10.16. LESSOR’S REMOVAL AND SURRENDER OF THE EQUIPMENT:

At the end of the lease term or unless sooner terminated, the City of Westbrook agrees to surrender the equipment. Lessor agrees, at Lessor’s cost, to accept and remove equipment as provided in this lease. Failure to remove the equipment shall entitle City of Westbrook to remove the equipment and place it in storage at Lessor’s expense and Lessor shall hold the City of Westbrook free and harmless from any expense or damages of any kind occasioned thereby and arising there from.

“Evergreen clauses” in lease contracts are hereby rejected. Automatic extensions of the agreement will not be honored. A company representative must provide 60 days notice of all upcoming lease expirations. Expired leases will revert to a month-to-month services agreement.

10.17. RELOCATION:

A copier may be relocated (after initial installation) two (2) times during the period at no charge to the City of Westbrook. Thereafter, if the same copier is relocated, it will be at the rate specified in the contract. Bidders shall include in their proposal the fixed price for additional copier relocations, if the contractor performs the move. This does not include copiers replaced or upgraded.

11. PROPOSAL REQUIREMENTS AND FORMAT

11.1. EXECUTIVE SUMMARY

The proposal shall be concise, well organized, and demonstrate the responder's qualifications and experience applicable to the project, and understanding of the project. Include an overview of your proposal describing the highlights of the proposal.

The City of Westbrook is looking to select a single contractor for the Copier managed services. However, the City reserves the right to split the award of any contract to replace copiers, copier service, and/or copier management services. Bidders may submit proposals that include sub-contractor arrangements to perform certain aspects of the services. The City shall be the sole judge as to the successful proposer.

Service Providers shall submit one (1) executed original and eight (4) copies of the proposal to the office and individual identified on the cover sheet of this RFP. Proposals are due on the date and time identified on the cover sheet of this RFP.

Failure to comply with the requirements of this RFP may result in disqualification. The City is under no obligation to consider proposals received subsequent to the time and date specified herein.

11.2. FIRM PROFILE AND EXPERIENCE

Proposals will be evaluated based on the information submitted. Include a profile of the company including company history and structure; company corporate office and local office locations; and profiles of at least three (3) representative projects that best demonstrate your qualifications and experience applicable to the services, your knowledge of the local environment, and your record of success as measured by client satisfaction.

The profiles on your representative projects shall identify the Client Contact Persons with telephone numbers, and services provided by the company. Due to the nature of the placement of some of the devices in Public Safety environments, technicians may be subject to a brief background check.

11.3. PRICING INFORMATION

Proposals submitted in response to this RFP shall be in the following order and shall include: See **Appendix 1** for worksheets

- [1] Copier Replacement - Complete a separate Recommended Copier Responder Work Sheet for each copier you are recommending. Note the specific copier you are recommending to replace. The City is looking for base model pricing with add-on optional features and costs noted. Note if a feature is standard, optional or not available; include additional pages if necessary.
- [2] Copier Managed Services - Describe the methodology you intend to use to evaluate the current copier program and describe any and all costs related to the program. Include a suggested work schedule. Fully describe the qualifications of your staff and your firm's demonstrated experience in effectively reducing copier and printer costs. Describe your firm's experience in copier and printer managed services.

11.4. CONFLICT OF INTEREST

Name of entities associated with Service Provider who may have a conflict of interest with any activity of this RFP should be included in the proposal. Provide details and reasons. Service providers are subject to disqualification on the basis of conflict of interest as determined by the City.

11.5. EXCEPTIONS

Service Providers shall certify that they take no exception to this RFP. If the Service Provider does take exception to any portion of the RFP, the specific portion of the RFP to which exception is taken shall be identified and fully explained. Sample Agreement text may be edited through the contract negotiation phase of RFP award but exceptions should be noted as part of proposal submission as a means to prepare for discussions.

12. PRE-SUBMITTAL ACTIVITIES

All questions regarding this RFP should be addressed in writing to the following City staff:

City of Westbrook
 City Administrator’s Office
 2 York Street
 Westbrook, Maine 04092
 Email – mmecteaux@westbrook.me.us

13. REVISION TO THE RFP

City reserves the right to revise the RFP prior to the date that proposals are due. Revisions to the RFP shall be posted on the city website (www.westbrookmaine.com). City reserves the right to extend the date by which the proposals are due.

14. SELECTION PROCESS AND TIMELINE

- A Selection Panel comprised of City staff will be established for this project by City.
- The Panel will review and rank the proposals and negotiate with qualified Service Providers based on the content of the proposals relative to firm experience, qualifications, and past record of performance.
- City may request an interview and/or site visit from any or all of the qualified firms to further assist in the selection process.
- City reserves the right to reject any or all proposals.
- The schedule for reviewing the RFP responses, analyzing and assessing the vendors, and making a decision is given below (Figure 1 – Timeline for Proposal). The City of Westbrook reserves the right to modify this schedule as necessary.

Figure 1: Estimated Timeline for Proposal (subject to change)

RFP Released to vendors	April 3 rd 2012
RFP Questions Due to City	April 18 th 2012
Vendor briefing City visits, Meetings, etc.	April 12 th 2012
Addenda and Interpretation: City Response to RFP Question’s posted to City Website	DATE HERE
Final Proposal Due to City	April 27th 2012
Vendor Down Select	May 4 th , 2012
Further Discussion with Down Select Vendors – Equipment Demo / Reference checks*	May 4 th – May 10 th

Final vendor selection*	May 11 th 2012
Contract Negotiations*	May 11 th – May 17 th 2012
Installations of copiers*	To be Determined after negotiations

15. SPECIAL CONSIDERATIONS

15.1. RESERVATIONS

This RFP does not commit City to award a contract, to defray any costs incurred in the preparation of a proposal pursuant to this RFP, or to procure or contract for work.

15.2. PUBLIC RECORDS

All Proposals submitted in response to this RFP become the property of City, and may be subject to public review.

15.3. RIGHT TO CANCEL

City reserves the right to cancel, in part or in its entirety, this RFP. If City cancels or revises this RFP, City will notify all proposers in writing and post cancellation notice on the City website.

15.4. ADDITIONAL INFORMATION

City reserves the right to request additional information and/or clarifications from any or all proposers to this RFP.

15.5. INSURANCE REQUIREMENTS

If the company cannot or will not provide insurance as required by the City of Westbrook, the City will not contract with the company.

15.6. CONTRACTUAL REQUIREMENTS

The successful company will be required to enter into a contract with the City using the City’s Standard Agreement for Services. Provisions include, but are not limited to: indemnification, insurance requirements, applicable compliance to ordinances, laws, regulations and licenses, and other terms and conditions. If a firm is not prepared to accept the terms of these general clauses, the firm should not submit a proposal. Any exceptions to contract language and requirements refer to section 11.5 for instructions.

16. APPENDIX 1 – BIDDERS RESPONSE SHEET Appendix attached separately

17. APPENDIX 2 – LIST OF COPIERS Appendix attached separately

Appendix 1 – Bidder Response Sheet

Copier & Print Management Services Proposal

Base Bid
- Lease/Maintenance & Service – (4-year term)

Base Bid – BW Copiers	June 1, 2012 – May 31, 2015
Guaranteed Minimum	
Guaranteed Color Minimum (if applicable)	

Annual Equipment Lease	
Annual Maintenance/Service	

Total Annual Cost (12 month) \$ _____
Cost per copy black and white in excess of base bid \$ _____
Total Annual Cost (12 month) Color Copying: \$ _____
Cost per copy color in excess of base bid \$ _____

The annual cost of the base copies will be allocated over 12 monthly installments.

Appendix 2 – List of copiers

Base copier needs: All copiers will require at a minimum a network interface card with PCL and Postscript drivers. They all require printing and scanning functionality (specifically scanning to e-mail).

PSB

Records = Toshiba eStudio 450	Can be replaced by similar capacity and speed
Dispatch = Savin 3515MF / Ricoh Aficio 1515	Can be replaced by similar capacity and speed
Admin Area = Savin 3515MF / Ricoh Aficio 1515	Can be replaced by similar capacity and speed
Patrol Room = Savin 3515MF / Ricoh Aficio 1515	Can be replaced by similar capacity and speed

City Hall – One copier in City Hall should be considered for color

Clerk = Kyocera KM-2050	Requires upgrade in speed and capacity.
Main Copier = Toshiba eStudio 720	Requires most uptime
HR = Toshiba eStudio 162D	Could be replaced by copier equal to clerk
PECE = Toshiba eStudio 452	Can be replaced by similar capacity and speed

Library

History Room = Toshiba eStudio 16S	Requires upgrade in speed and capacity
Downstairs = Toshiba eStudio 350	Consider a self payment device

Community Services

Main Area = Kyocera KM-4050	Can be replaced by similar capacity and speed
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Public Works

PW Copy = Toshiba eStudio 350	Would like to consider color
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