

Invitation for Bid (IFB):

Managed Print Service



TOWN OF LONGMEADOW
MASSACHUSETTS

August 13, 2012

LEGAL NOTICE:

**INVITATION FOR BID (IFB):
MANAGED PRINT SERVICE
TOWN OF LONGMEADOW, MASSACHUSETTS**

Sealed bids are being accepted for managed print service (MPS) for Longmeadow Public Schools and Town departments. The bid package is available from the Purchasing Department at the following address: Town of Longmeadow, Attn: Chad Thompson-Procurement Manager, 735 Longmeadow Street, Suite 101, Longmeadow, MA 01106, Phone: 413-565-4185. Bid documents are available during standard business hours, Monday-Thursday, 8am to 4:30pm; and 8am to noon on Fridays. Bid documents may also be obtained online at no charge at www.longmeadow.org, select 'Departments', then 'Purchasing', then select the link labeled 'Bid & RFP Finder', then select IFB documents by title. Bidders are encouraged to register with Chad Thompson to get on the bid list, others will be responsible for monitoring the website for the issuance of notices and addenda. The contract will be for one year with renewal option for up to two additional one year terms at the sole discretion of the town.

Sealed bids should be labeled 'IFB- MPS', followed by the company name and address and will be accepted at the Purchasing Department until the bid deadline of **Monday, August 27, 2012 at 1:30pm**. Late bids will be rejected. A public bid opening will immediately follow in the auditorium located at the same address.

All bids will be evaluated and awarded in accordance with the provisions established under Massachusetts General Law Chapter 30B. The Town of Longmeadow, acting through the Town Manager, the Awarding Authority reserves the right to reject any or all bids, waive informalities, and to award a contract in the best interest of the Town.

**INVITATION FOR BID (IFB):
MANAGED PRINT SERVICE
TOWN OF LONGMEADOW, MASSACHUSETTS**

Sealed bids are being accepted for Managed Print Service (MPS) for Longmeadow Public Schools and Town departments. The contract will be for one year with renewal option at the sole discretion of the Town for up to two additional one year terms.

BID DOCUMENTS

Complete specifications, directions and bid packet is available from the Town of Longmeadow: Attn: Chad Thompson-Procurement Manager, 735 Longmeadow Street, Suite 101, Longmeadow, MA 01106 (Phone: 413-565-4185). Bid documents are also available at www.longmeadow.org, select 'Departments' from the tool bar, then select 'Purchasing', then select the link labeled 'Bid & RFP Finder'. Select the IFB documents with the following title: 'IFB- Managed Print Service'. Bidders are encouraged to register with Chad Thompson to get on the bid list. Those that do not register with Chad Thompson will be responsible for monitoring the website for the issuance of updates and addenda. Failure to acknowledge the receipt of issued addenda may result in a bid rejection.

SUBMISSION OF BIDS

Sealed bids should be labeled 'IFB- Managed Print Service', and should be delivered to the Longmeadow Purchasing Department. Sealed bids will be accepted until the bid deadline of. **1:30pm on Monday, August 27, 2012**. Late bids will be rejected.

Sealed bids should be delivered to the following address:

Town of Longmeadow
Attn: Chad Thompson, Procurement Manager
735 Longmeadow Street, Suite 101
Longmeadow, MA 01106

A public bid opening will immediately follow in the Community House auditorium located in the same building as the Longmeadow Purchasing Department. All bid prices shall remain firm for (90) ninety days following the bid opening.

The Town of Longmeadow acting through the Town Manager, the Awarding Authority, reserves the right to reject any or all bids, waive minor informalities, and to award a contract in the best interest of the Town.

All Bids must include the following information:

- The names of individuals from those firms who will be working on the project and their areas of responsibility (Appendix A). Specific experience of individuals relative to the proposed project.
- Completed Appendix B regarding a bidders qualifications and responses to questions.

- A proposed outline of tasks, products and project schedule, including the number of hours required to complete each task or product.
- A proposed budget based on the above outline of tasks, products and schedules.
- A breakdown of what your company considers an exception to this bid.
- References of current municipalities and public schools you are currently doing work for. (see Appendix C)
- Please list all existing clients and the sizes of their fleet
- Bidder must use Manufacture's Certified technician to service and repair listed printers, a list of certified technicians must accompany your bid.

QUESTIONS

Bidder is to familiarize him/herself with all of the bid documents. All questions concerning this bid must be submitted in writing to:

Town of Longmeadow
 Attn: Chad Thompson, Procurement Manager
 735 Longmeadow Street, Suite 101
 Longmeadow, MA 01106
 Phone: 413-565-4185
 Fax: 413-565-4372
 Email: cthompson@longmeadow.org

Written questions must be submitted by mail, email or by fax. Written responses will be mailed, emailed or faxed to the bidder on record as having received the bid. No oral interpretations will be made to any bidder. Questions must be received no later than 120 hours (five days) before the bid deadline date and time. Responses to questions will be answered and posted online no later than three days before the bid deadline. Addenda will also be posted through the Town's Purchasing Department webpage accessible at www.longmeadow.org.

BID WITHDRAWAL/MODIFICATION

A bidder may correct, modify, or withdraw a bid by written notice received by the Town prior to the date and time specified for the bid opening. Bid modifications must be submitted in a sealed envelope clearly labeled "MODIFICATION NO.____." Each bid modification must be numbered in sequence, and must reference the original Invitation for Bid. After the bid opening, a bidder may not change any provision of the bid in a manner prejudicial to the interests of the Town of Longmeadow or fair competition. Minor informalities will be waived or the bidder will be allowed to correct them. If a mistake is present and the intended bid is clearly evident on the face of the bid document, the mistake will be corrected to reflect the intended correct bid, and the bidder will be notified in writing, and the bidder may not withdraw the bid. A bidder may withdraw a bid if a mistake is clearly evident on the face of the bid document, but the intended correct bid is not similarly evident.

UNEXPECTED BID DELAYS

If, at the time of the scheduled bid opening town offices are closed due to uncontrolled events such as fire, snow, ice, wind, building evacuation, or other extreme conditions, the bid opening will be postponed until the next normal business day at the exact time and location as published in the legal notice.

GENERAL TERMS AND CONDITIONS

A sample contract is provided for reference. The Contractor shall be responsible to the Town or any third party for any property damage or bodily injury caused by it, any of its subcontractors, employees or agents in the performance of, or as a result of, the work under this Agreement. The Contractor and any subcontractors used hereby certify that they are insured for workers compensation, property damage, personal and product liability. The Contractor and any subcontractor it uses shall purchase, furnish copies of, and maintain in full force and effect insurance policies in the amount of \$1,000,000.00 aggregate.

Protection of the Work and Owner's Property: The Contractor shall at all times safely guard the Owner's property from injury or loss in connection with this Agreement. The contractor shall at all times safely guard and protect their work and property, and that of adjacent property from damage. The Contractor shall replace or make good any such damage, loss or injury. The Contractor shall clean the work area and restore it to its original condition upon the completion of the work.

CONTRACT AWARD

A contract award will be with the responsive and responsible bidder offering the lowest price for the 'Total Estimated Monthly Cost'. The print quantities supplied are based on an estimate of actual monthly history based on print quantities from January 1, 2012 through May 22, 2012 (while school was in session). The average monthly volume from within this date range is 70,000 black and white copies per month, 4,900 and color copies per month. Actual quantities going forward may vary greater or less, however this will not affect any change in contract unit pricing. Printer locations may also be removed or added at the sole discretion of the owner. Conditional bids will not be allowed.

The Town reserves the right to request references from similar service work completed for other municipalities, schools, government or large commercial projects so the Town of Longmeadow can confirm experience and determine if a bidder is responsible. At the discretion of the Town, any unfavorable references may be grounds for the Town of Longmeadow to reject a bid.

In the event that there is a discrepancy in the interpretation of the IFB pricing, the written words shall prevail in clarifying hourly rate pricing and recalculating bid totals.

Sample Contract Terms and Conditions:

AGREEMENT

The following provisions shall constitute an Agreement between the Town of Longmeadow, acting by and through its Town Manager and/or Select Board, hereinafter referred to as "Town", and VENDOR with an address of _____ hereinafter referred to as "Contractor", effective as of the twenty eighth day of August, 2012. In consideration of the mutual covenants contained herein, the parties agree as follows:

ARTICLE 1: SCOPE OF WORK:

The Contractor shall perform all work in accordance with the specifications contained in Attachment A - Scope of Services per : Town of Longmeadow, Invitation for Bid (IFB): Managed Print Service, dated August 13, 2012; and Addendum No. ____ (if any).

ARTICLE 2: TIME OF PERFORMANCE:

The contractor shall complete all work and services required on or before August 27, 2013, with renewal option at the sole discretion of the Town for up to two (2) additional one year terms.

ARTICLE 3: COMPENSATION:

The Town shall pay the Contractor for the performance of the work outlined in Article 1 above, based on unit price per copy \$.____ per each copy printed in black and white, and \$.____ per each copy printed in color. Payments for services and supplies shall be in accordance with the unit pricing as set forth in the Bid Submission Form as stated in Attachment B, the price proposal.

ARTICLE 4; CONTRACT DOCUMENTS:

The following documents form the Contract and all are as fully a part of the Contract as if attached to this Agreement herein:

1. This Agreement.
2. Amendments, or other changes mutually agreed upon between the parties.
3. All attachments to the Agreement.

In the event of conflicting provisions, those provisions most favorable to the Town shall govern.

ARTICLE 5: CONTRACT TERMINATION:

The Town may suspend or terminate this agreement by providing the Contractor with ten (10) days written notice for the reasons outlined as follows:

1. Failure of the Contractor, for any reason, to fulfill in a timely and proper manner its obligations under this Agreement
2. Violation of any of the provisions of this Agreement by the Contractor.
3. A determination by the Town that the Contractor has engaged in fraud, waste, mismanagement, misuse of funds,
or criminal activity with any funds provided by this Agreement.
4. The contract may be terminated for convenience by the Town.

ARTICLE 6: INDEMNIFICATION:

The Contractor shall, to the maximum extent permitted by law, indemnify and save harmless the Town of Longmeadow, its officers, agents and employees from and against any and all damages, liabilities, actions, suits, proceedings, claims, demands, losses, costs and expenses (including reasonable attorneys' fees) that may arise out of or in connection with the work and/or service being performed or to be performed by the Contractor, its employees, agents, or subcontractors. The existence of insurance shall in no way limit the scope of this indemnification. The Contractor further agrees to reimburse the Town of Longmeadow for damage to its property caused by the contractor, its employees, agents, subcontractors or materials. Contractor shall be solely responsible for all local taxes or contributions imposed or required under the Social Security, Workers Compensation, and income tax laws. Further, the Contractor shall indemnify and hold harmless the Town with respect to any damages, expenses, or claims arising from or in connection with any of the work performed or to be performed under this Agreement.

ARTICLE 7: AVAILABILITY OF FUNDS:

The compensation provided by this Agreement is subject to the availability and appropriation of funds. The contractor shall be obligated to provide services hereunder, only to the extent that said funds are available.

ARTICLE 8: APPLICABLE LAW:

The Contractor agrees to comply with all applicable local, state and federal laws, regulations and orders relating to the completion of this Agreement. This Agreement shall be governed by and construed in accordance with the law of the Commonwealth of Massachusetts.

ARTICLE 9: ASSIGNMENT:

The Contractor shall not make any assignment of this Agreement without the prior written approval of the Town.

ARTICLE 10: AMENDMENTS:

All amendments or any changes to the provisions specified in this Contract can only occur when mutually agreed upon by the Town and Contractor. Further, such amendments or changes shall be in writing and signed by officials with authority to bind the Town. Additionally, all amendments and changes shall be approved by the Town Accountant prior to execution by the awarding authority. No amendment or change to the contract provisions shall be made until after the written execution of the amendment or change to the Contract by both parties.

ARTICLE 11: INSURANCE:

The Contractor shall be responsible to the Town or any third party for any property damage or bodily injury caused by it, any of its subcontractors, employees or agents in the performance of, or as a result of, the work under this Agreement. The Contractor and any subcontractors used hereby certify that they are insured for workers compensation, property damage, personal and product liability. The Contractor and any subcontractor it uses shall purchase, furnish copies of, and maintain in full force and effect insurance policies in the amounts here indicated.

General Liability

Bodily Injury Liability:	\$1,000,000 per occurrence
Property Damage Liability	\$1,000,000 per occurrence
(or combined single limit)	\$1,000,000 per occurrence

Automobile Liability

Bodily Injury Liability:	\$1,000,000 per occurrence
Property Damage Liability	\$1,000,000 per occurrence
(or combined single limit)	\$1,000,000 per occurrence

Workers' Compensation Insurance

Coverage for all employees in accordance with Massachusetts General Laws

Prior to commencement of any work under this Agreement, the Contractor shall provide the Town with Certificates of Insurance which include the Town as an additional named insured and which include a thirty day notice of cancellation to the Town.

SCOPE OF WORK:

The Information Technology (IT) department is requesting Bids for the purpose to identify a qualified Bidder that can provide Longmeadow Public Schools and Town departments with the most cost effective maintenance services and consumable supplies for network printers. This includes all labor, parts and materials necessary for the various classifications, types and makes/models of printers. Only Original Equipment (OEM) cartridges and toners will be allowed. No remanufactured cartridges will be allowed under this contract. The Town's IT department will have the responsibility to declare any specific maintenance of a printer as an exception.

All supplies for Longmeadow Public Schools will be shipped directly to the IT department. All labeling on the school invoicing and shipping label will be centralized for delivery to the IT department. All deliveries and invoices will include information about the designated IP address and shipping location associated with all deliveries. Invoices and/or deliveries not appropriately labeled may be returned by the IT department for correction and any associated delay in invoice payment shall not have an adverse effect on the Town or Longmeadow Public Schools. All supplies and services for Town departments will be shipped and billed directly to the town department where the contracted printer device is located.

The successful Contractor must be able to perform general and preventative maintenance and repair services on network attached printers that include all labor, parts, material and consumable supplies (other than paper) for the various classifications, types and makes/models of printers. The Contractor must have the ability to provide required preventative maintenance and repair service for the printers listed on Exhibit A. Any exception including subcontracting must be noted in the response.

Within two weeks after first automated inventory vendor must complete a physical inventor of all printers. Representative of IT will accompany vendor as needed. Any non-networked printer will be added at that time. It is the responsibility of the vendor to make sure all printers are captured at this time. Failure to do so will not result in changes to the contract.

Vendor will be required to tag all machines with tags provided by the IT.

All initial requests for service will still flow through the IT. The IT representatives will place at that time any needed service call to the vendor.

Initial response time for call back on all inquiries or service calls must be within four hours of call. All repairs must then be completed within 24 hours of call unless agreed upon by IT representative.

Vendor will be required to review bi-annually with the IT department the printer fleet. The IT department reserves the right to ask for more reviews if necessary.

A. BIDDER QUALIFICATIONS

(Response must be on Appendix B)

- Bidder must have toll-free technical support or local exchange number
- It is preferred that bidder have a single point of contact for maintenance/warranty issues (Fill out Point of Contact List Appendix A)
- It is preferred that bidder have a single point of contact for billing issues (Fill out Point of Contact List Appendix A)
- It is preferred that the bidder provide a web based printer management solution
- It is preferred that Bidder provide service history reporting by serial number (prefer available on-line)
- Bidder shall describe in detail the process used and the organization responsible for warranty repair service. List in detail warranty coverage on replacement parts and service
- Bidder shall describe in detail the metering count and rate process calculations
- Bidder must use Manufacture's Certified technician to service and repair the listed printers, a list of certified technician must accompany signed contract

B. REPAIRS, MAINTENANCE AND SUPPLIES

Provide consumable supplies, general and preventative maintenance, and common repair services on network attached printers [does not include paper]. The IT Department considers the following common: Toner/ink, drums, fusers, rollers and transfer kits/belts

- The maintenance contract should include **all** applicable parts, supplies, labor and travel expense (paper excluded) failure of your part to include an item does not constitute a change in price. All bidders must familiarize themselves with our fleet.
- Maximum response time for service calls is one business day
- All replacement parts shall be factory authorized parts of make/model of printer
- All consumable supplies shall be factory OEM parts of the make/model of printer (no other parts will suffice).
- Minimum of one annual preventive maintenance is required to ensure the printers are in sufficient mechanical condition.
- In addition, there must be an adequate number of service technicians to respond to individual requests for maintenance within the maximum response time listed above.
- If repairs cannot be completed on site or within a 3 (*three*) *business days* the IT department or affected town department reserves the right to request a loaner printer of similar specification while the unit is being repaired. The Town will not pay any additional cost for this.
- Give procedure to add/remove printers from list

C. HOUR OF OPERATION

The IT department has a number of services that are active on a 24/7 basis and desires the most comprehensive hour coverage possible. Please identify normal business hours and emergency business hours if available. If after hours service is needed please give cost for this above the per copy charge (this would require IT Dept authorization on exception basis). The Town has normal business hours 8:00 am to 4:30 pm.

COMPENSATION

- A. Payment for the services will only be made on a monthly basis with an actual copy count. An itemized billing statement for school services must be submitted to the IT department at 95 Grassy Gutter Road, Longmeadow, MA 01106. Itemized bills for town services shall be billed directly to the department owner. Bill should list all printers with the actual copy count. Payment shall be made on a monthly basis, forty-five (45) days after receipt of such billing statement. Rate to stay firm for life of contract
- B. Please list any deviations or excluded items and their costs. ex: after hour service
- C. The IT department is interested in pricing for diagnostic/repair fees of non-standard repairs. You will be required to list an hourly rate and a % off list for parts. All non-standard repairs require pre authorization from purchase order and verbal ok from IT staff. The IT department will not be responsible for any repairs made without this authorization. If repair is authorized diagnostic cost will roll into repair cost.

Exhibit A

List of Longmeadow Public School and Town printers

Copy count amounts are used for comparison purposes only. The IT department does not guarantee any copy counts given in this bid.

EXHIBIT A-

Devices can be added and removed throughout term of contract within reason, swapping out devices is applicable for no change to pricing beyond unit pricing as bid.

Devices Under Contract: Longmeadow Public School Devices

Device	Serial #	IP Address
HP Color LaserJet 3600 6E10	CNTCH41476	172.20.110.16
HP Color LaserJet CP3525 8E0E	CNCC98V055	172.20.142.14
HP Color LaserJet CP2025dn 8E12	CNGS352848	172.20.142.18
HP Color LaserJet CP2025dn 8E1B	CNGS204765	172.20.142.27
HP Color LaserJet CP2025dn 8E24	CNGS420318	172.20.142.36
HP Color LaserJet CP2025dn 9E13	CNGS352826	172.20.158.19
HP Color LaserJet 3800 1306	CNWCH52686	172.20.19.6
HP Color LaserJet CP2025dn BE15	CNGS413964	172.20.190.21
HP Color LaserJet 3800 2E34	CNWCH52679	172.20.46.52
HP Color LaserJet 3800 3110	CNNCH19971	172.20.49.18
HP Color LaserJet 3800 4139	CNYCH68952	172.20.65.57
HP Color LaserJet 3800 514B	CNLCH14601	172.20.81.75
HP Color LaserJet 3800 5342	CNLCH15202	172.20.83.66
HP Color LaserJet 3800 6280	CNYCH64948	172.20.98.128
HP Color LaserJet 3800 6281	CNNCH17273	172.20.98.129
HP LaserJet CM1415fnw 6BE4	CNH8CD7QP5	172.20.98.141
HP Color LaserJet 3800 6293	CNNCH17903	172.20.98.147
hp LaserJet 2300 series 6626	CNBGD51292	172.20.102.38
Samsung CLP-610 8E10		172.20.142.16
hp LaserJet 4300 8E11	CNGY427770	172.20.142.17
hp LaserJet 9050 8E14	JPCL57705B	172.20.142.20
HP LaserJet 5Si 8E16	USDK014906	172.20.142.22
HP LaserJet P2055dn 8E17	CNB9N77944	172.20.142.23
hp LaserJet 4250 8E1C	CNRXS43988	172.20.142.28
HP LaserJet P2055x 8E1F	CNB9987828	172.20.142.31
hp LaserJet 2420 9E10	CNGKL17458	172.20.158.16
HP LaserJet 5Si 9E14	AAXXY99999	172.20.158.20
HP LaserJet 2200 130B	CNGRG93122	172.20.19.11
hp LaserJet 2300 series 130E	CNBGD59784	172.20.19.14
HP LaserJet P2055dn 130F	CNB9987827	172.20.19.15
hp LaserJet 2300 series 1310	CNBGD64118	172.20.19.16
hp LaserJet 2300 series 1314	CNBDC72986	172.20.19.20
hp LaserJet 2300 series 1303	CNBGH31786	172.20.19.3
HP LaserJet 2200 132D	CNGRG93184	172.20.19.45
HP LaserJet P2055dn 1305	CNB9712673	172.20.19.5
HP LaserJet 2200 1339	CNGRH20619	172.20.19.57

HP LaserJet 2200 1344	CNCRG92981	172.20.19.68
hp LaserJet 2300 series 1307	CNBGD59790	172.20.19.7
hp LaserJet 2300 series 1357	CNBGD59819	172.20.19.87
HP LaserJet P2055dn 2E32	CNB9315775	172.20.46.50
HP LaserJet P2055dn 2E33	CNB9712675	172.20.46.51
hp LaserJet 2300 series 2E35	CNBGD59814	172.20.46.53
hp LaserJet 2300 series 2E36	CNBDF08453	172.20.46.54
HP LaserJet 2200 2E38	CNCRG93124	172.20.46.56
hp LaserJet 2300 series 2E3A	CNBGD59783	172.20.46.58
HP LaserJet 2200 2E3B	CNCRH20499	172.20.46.59
hp LaserJet 2300 series 2E3C	CNBDD09924	172.20.46.60
hp LaserJet 2300 series 2E3D	CNBGD63407	172.20.46.61
hp LaserJet 2300 series 2E3E	CNBGD59816	172.20.46.62
HP LaserJet P2055dn 2E40	CNB9315782	172.20.46.64
HP LaserJet P2055dn 2E42	CNB9712679	172.20.46.66
HP LaserJet P2055dn 60FB	VNB3R03061	172.20.46.85
HP LaserJet P2055dn 3164	CNB9712676	172.20.49.100
hp LaserJet 2420 310B	CNGKL17461	172.20.49.11
hp LaserJet 2420 310C	CNGKC95064	172.20.49.12
hp LaserJet 2420 310D	CNGKL17462	172.20.49.13
hp LaserJet 2420 310E	CNGJD48821	172.20.49.14
hp LaserJet 2300 series 310F	CNBGD51292	172.20.49.15
HP LaserJet P3005 3111	CNR1N18091	172.20.49.17
HP LaserJet P2055dn 60FC	VNB3R03078	172.20.49.25
hp LaserJet 2420 4132	CNGKJ19796	172.20.65.50
HP LaserJet P2055dn 4133	CNB9313771	172.20.65.51
HP LaserJet P2055dn 413A	CNB9712672	172.20.65.58
HP LaserJet P2055dn 413B	CNB9712489	172.20.65.59
hp LaserJet 2420 4D32	CNGKJ19798	172.20.77.50
hp LaserJet 2300 series 4E34	CNBDC63076	172.20.78.52
HP LaserJet P2055dn 516E	CNB607934	172.20.81.110
HP LaserJet P3005 514C	CNR1P18038	172.20.81.76
hp LaserJet 2300 series 5E02	CNBFC68096	172.20.94.2
HP LaserJet 2200 5E03	XXXXXXXXXX	172.20.94.3
HP LaserJet P2055dn 6265	CNB9712678	172.20.98.101
HP LaserJet P2055dn 6267	CNB9315778	172.20.98.103
HP LaserJet P2055dn 6269	CNB9712677	172.20.98.105
HP LaserJet P2055dn 626A	CNB9712667	172.20.98.106
HP LaserJet 2200 626C	JPBGD31670	172.20.98.108
HP LaserJet P2055dn 626D	CNB9712669	172.20.98.109
HP LaserJet P2055dn 626E	CNB9313772	172.20.98.110
HP LaserJet P2055dn 6270	CNB9712668	172.20.98.112
HP LaserJet P2055dn 6271	XXXXXXXXXX	172.20.98.113
HP LaserJet P3005 6272	CNR1N13800	172.20.98.114
hp LaserJet 2300 series 6273	CNBDD08617	172.20.98.115
hp LaserJet 2300 series 6276	CNBDC72985	172.20.98.118
HP LaserJet P3005 6277	CNR1N18099	172.20.98.119

HP LaserJet P2055dn 6278	CNB9712674	172.20.98.120
hp LaserJet 2300 series 6279	CNBGB96805	172.20.98.121
hp LaserJet 2300 series 627A	CNBDC72990	172.20.98.122
hp LaserJet 2300 series 627B	CNBFC68168	172.20.98.123
hp LaserJet 2300 series 627D	JPBFG15235	172.20.98.125
HP LaserJet P2055dn 627E	CNB9712670	172.20.98.126
HP LaserJet P3005 627E	XXXXXXXXXX	172.20.98.126
HP LaserJet P2055dn 627F	CNB9712671	172.20.98.127
hp LaserJet 1320 series 6284	CNHC6581CC	172.20.98.132
hp LaserJet 1320 series 6285	CNHC6581D5	172.20.98.133
hp LaserJet 1320 series 6286	CNHC65819T	172.20.98.134
HP LaserJet P3005 6288	CNR1P18036	172.20.98.136
HP LaserJet P2055dn 629F	CNB9987822	172.20.98.159

*** = Excluded from MPS service contract at this time, but may be added to the contract at the sole discretion of the owner. If the Owner chooses to add any new devices (listed below or new devices 'to be determined'), they will be included in the MPS contract under the same contract terms and conditions with compensation based on the same unit per copy pricing as bid and included in the contract.**

172.20.142.35 8E23	MY85C830RC	172.20.142.35	*
DesignJet 800PS 9E12	SG4507105B	172.20.158.18	*
SAMSUNG NETWORK PRINTER,ROM A.0 SAMSUNGNETWORKPRIN		172.20.190.22	*
Officejet J4680 series 4401	CN05RD30W5052X	172.20.68.1	*
KONICA MINOLTA bizhub 501 8E0D	A0R5011011601	172.20.142.13	*
RICOH Aficio MP 3350B 8E18	M6205500075	172.20.142.24	*
RICOH Aficio MP C5000 8E1A	V1305600843	172.20.142.26	*
Canon iR2230 22.04 8E25	KJC16072	172.20.142.37	*
Canon iR6000 BE14		172.20.190.20	*
KONICA MINOLTA bizhub 363 BE17	A1UE011017699	172.20.190.23	*
RICOH Aficio Color5560 2E50	K6070900032	172.20.46.80	*
RICOH Aficio MP 6001 2E51	V6914900992	172.20.46.81	*
RICOH Aficio MP 3350B 4137	M6215100040	172.20.65.55	*
RICOH Aficio MP 2550B 4138	M6415000396	172.20.65.56	*
RICOH Aficio MP 6001 4108	V6914900986	172.20.65.8	*
RICOH Aficio MP 6001 5E04	V6906000537	172.20.94.4	*
RICOH Aficio MP 6001 5E05	V6914900981	172.20.94.5	*
RICOH Aficio MP 2550B 628C	M6415000428	172.20.98.140	*
RICOH Aficio MP 3350B 6291	M6206000045	172.20.98.145	*
RICOH Aficio MP 2550B 6299	M6415000429	172.20.98.153	*
RICOH Aficio MP 8001 629B	V7115000232	172.20.98.155	*
RICOH Aficio MP 6001 629D	V6914900988	172.20.98.157	*
RICOH Aficio MP 8001 62A0	V7115000223	172.20.98.160	*

DEVICE

AVERAGE MONTHLY VOLUME PER DEVICE BASED ON USAGE FROM JANUARY 1, 2012 THROUGH MAY,22, 2012

	SCH Avg Monthly Volume B&W	SCH Avg Monthly Volume Color	TOWN B&W=*	TOWN COL= *
HP Color LaserJet 3800 1306 (172.20.19.6 / 00-14-38-E8-7C-26)	131	804		
HP LaserJet 2200 132D (172.20.19.45 / 00-01-E6-7E-CE-CD)	273			
HP LaserJet 2200 1344 (172.20.19.68 / 00-0E-7F-3F-71-F1)	1167			
HP LaserJet 2200 6947 (172.20.19.57 / 00-11-0A-C1-17-8F)	682			
hp LaserJet 2300 series 1303 (172.20.19.3 / 00-01-E6-A6-ED-7F)	801			
hp LaserJet 2300 series 1307 (172.20.19.7 / 00-0E-7F-DC-BF-89)	2588			
hp LaserJet 2300 series 130E (172.20.19.14 / 00-0E-7F-DC-A7-FA)	1560			
hp LaserJet 2300 series 1310 (172.20.19.16 / 00-0E-7F-D8-BB-C4)	464			
hp LaserJet 2300 series 1314 (172.20.19.20 / 00-0E-7F-D8-98-9F)	99			
hp LaserJet 2300 series 1357 (172.20.19.87 / 00-0E-7F-D8-CB-20)	1070			
HP LaserJet P2055dn 1305 (172.20.19.5 / F4-CE-46-4B-24-A1)	135			
HP LaserJet P2055dn 130F (172.20.19.15 / 3C-4A-92-C2-0F-9C)	967			
HP Color LaserJet 3800 3110 (172.20.49.18 / 00-14-38-90-41-79)	489	722		
hp LaserJet 2300 series 310F (172.20.49.15 / 00-01-E6-62-83-A4)	1407			
hp LaserJet 2420 310B (172.20.49.11 / 00-14-38-D6-F5-B9)	2294			
hp LaserJet 2420 310C (172.20.49.12 / 00-14-38-8A-92-45)	1329			
hp LaserJet 2420 310D (172.20.49.13 / 00-14-38-D6-F5-A9)	709			
hp LaserJet 2420 310E (172.20.49.14 / 00-14-38-E4-80-B0)	1031			
HP LaserJet P2055dn 3164 (172.20.49.100 / F4-CE-46-4B-24-E2)	1495			
HP LaserJet P2055dn 60FC (172.20.49.25 / 44-1E-A1-33-8A-AF)	295			
HP LaserJet P2055dn 626E (172.20.49.17 / F4-CE-46-4B-52-2F)	1027			
HP Color LaserJet CP2025dn 8E12 (172.20.142.18 / 1C-C1-DE-10-9B-ED) *			218	532
hp LaserJet 4250 8E1C (172.20.142.28 / 00-1B-78-19-E3-D6) *			7167	
hp LaserJet 4300 8E11 (172.20.142.17 / 00-01-E6-30-12-A0) *			6607	
HP LaserJet P2055dn 6A2E (172.20.142.22 / 44-1E-A1-33-9A-27) *			794	
HP LaserJet P2055x 8E1F (172.20.142.31 / 3C-4A-92-C2-0F-B0) *			3661	
HP Color LaserJet CP2025dn 9E13 (172.20.158.19 / 1C-C1-DE-10-2B-E5) *			160	305
hp LaserJet 2420 9E10 (172.20.158.16 / 00-14-38-D6-E5-C7) *			144	

DEVICE

AVERAGE MONTHLY VOLUME PER DEVICE BASED ON USAGE FROM JANUARY 1, 2012 THROUGH MAY,22, 2012

	SCH Avg Monthly Volume B&W	SCH Avg Monthly Volume Color	TOWN B&W=*	TOWN COL= *
HP LaserJet 5Si 9E14 (172.20.158.20 / 00-60-B0-11-DE-0A) *			173	
HP LaserJet P2055dn 8E17 (172.20.142.23 / 00-25-B3-F6-CC-37) *			384	
HP Color LaserJet 3800 4139 (172.20.65.57 / 00-18-FE-9E-1D-FE)	43	165		
hp LaserJet 2300 series 4E34 (172.20.78.52 / 00-01-E6-9A-E9-A0)	363			
hp LaserJet 2420 4132 (172.20.65.50 / 00-14-38-8B-B4-A8)	1611			
hp LaserJet 2420 4D32 (172.20.77.50 / 00-14-38-8B-B4-34)	62			
HP LaserJet P2055dn 4133 (172.20.65.51 / F4-CE-46-4B-52-BD)	3036			
HP LaserJet P2055dn 413A (172.20.65.58 / F4-CE-46-4B-24-A7)	529			
HP LaserJet P2055dn 413B (172.20.65.59 / F4-CE-46-4B-72-4A)	637			
HP Color LaserJet CP2025dn BE15 (172.20.190.21 / F4-CE-46-49-87-64) *			222	177
HP Color LaserJet 3600 6E10 (172.20.110.16 / 00-14-38-47-97-79)	0	0		
HP Color LaserJet 3800 6280 (172.20.98.128 / 00-17-08-8F-6B-BE)	1182	1161		
HP Color LaserJet 3800 6281 (172.20.98.129 / 00-14-38-98-CB-BF)	625	545		
HP Color LaserJet 3800 6293 (172.20.98.147 / 00-14-38-98-BA-ED)	94	223		
hp LaserJet 1320 series 6284 (172.20.98.132 / 00-14-38-A6-0F-BF)	724			
hp LaserJet 1320 series 6285 (172.20.98.133 / 00-14-38-A6-21-79)	104			
hp LaserJet 1320 series 6286 (172.20.98.134 / 00-14-38-CC-C6-19)	11			
HP LaserJet 2200 626C (172.20.98.108 / 00-01-E6-4E-95-32)	180			
hp LaserJet 2300 series 6273 (172.20.98.115 / 00-30-C1-31-12-25)	1212			
hp LaserJet 2300 series 6276 (172.20.98.118 / 00-01-E6-8F-B8-11)	548			
hp LaserJet 2300 series 6279 (172.20.98.121 / 00-0E-7F-3E-64-A6)	825			
hp LaserJet 2300 series 627A (172.20.98.122 / 00-01-E6-78-C9-5A)	544			
hp LaserJet 2300 series 627B (172.20.98.123 / 00-01-E6-B6-23-20)	108			
hp LaserJet 2300 series 627D (172.20.98.125 / 00-0E-7F-DC-4F-F2)	667			
HP LaserJet CM1415fnw 6BE4 (172.20.98.141 / EC-9A-74-32-11-84)	1	21		
HP LaserJet P2055dn 6265 (172.20.98.101 / F4-CE-46-4B-62-DC)	5009			
HP LaserJet P2055dn 6267 (172.20.98.103 / F4-CE-46-51-3B-CE)	2874			
HP LaserJet P2055dn 6269 (172.20.98.105 / F4-CE-46-49-8F-9A)	597			

DEVICE

AVERAGE MONTHLY VOLUME PER DEVICE BASED ON USAGE FROM JANUARY 1, 2012 THROUGH MAY,22, 2012

	SCH Avg Monthly Volume B&W	SCH Avg Monthly Volume Color	TOWN B&W=*	TOWN COL= *
HP LaserJet P2055dn 626A (172.20.98.106 / F4-CE-46-4B-24-E1)	1246			
HP LaserJet P2055dn 626D (172.20.98.109 / F4-CE-46-4B-24-D9)	1115			
HP LaserJet P2055dn 6270 (172.20.98.112 / F4-CE-46-4B-34-24)	217			
HP LaserJet P2055dn 6271 (172.20.98.113 / 1C-C1-DE-80-DE-A3)	117			
HP LaserJet P2055dn 6278 (172.20.98.120 / F4-CE-46-4B-34-28)	882			
HP LaserJet P2055dn 627F (172.20.98.127 / F4-CE-46-4B-24-49)	548			
HP LaserJet P2055dn 629F (172.20.98.159 / 3C-4A-92-C2-EE-13)	424			
HP LaserJet P3005 6272 (172.20.98.114 / 00-21-5A-98-52-9F)	3109			
HP LaserJet P3005 6277 (172.20.98.119 / 00-21-5A-7B-F3-9E)	1119			
HP LaserJet P3005 627E (172.20.98.126 / 00-23-7D-70-29-88)	5733			
HP LaserJet P3005 6288 (172.20.98.136 / 00-23-7D-70-39-EC)	1527			
HP Color LaserJet CP2025dn 8E1B (172.20.142.27 / 00-23-7D-90-84-1B) *			444	989
HP Color LaserJet CP2025dn 8E24 (172.20.142.36 / 78-E7-D1-AA-5F-E1) *			0	2
HP Color LaserJet CP3525 8E0E (172.20.142.14 / 00-23-7D-85-55-13) *			4733	164
hp LaserJet 9050 8E14 (172.20.142.20 / 00-01-E6-4E-75-0D) *			4128	
HP Color LaserJet 3800 514B (172.20.81.75 / 00-14-38-92-9A-07)	203	294		
HP Color LaserJet 3800 5342 (172.20.83.66 / 00-14-38-91-96-CE)	929	732		
HP LaserJet 2200 5E03 (172.20.94.3 / 00-01-E6-23-E2-4E)	396			
hp LaserJet 2300 series 5E02 (172.20.94.2 / 00-30-6E-C8-F6-D6)	713			
HP LaserJet P2055dn 516E (172.20.81.110 / 98-4B-E1-37-48-38)	2248			
HP LaserJet P3005 514C (172.20.81.76 / 00-23-7D-70-6A-E1)	1353			
HP Color LaserJet 3800 2E34 (172.20.46.52 / 00-14-38-E8-7C-73)	129	320		
HP LaserJet 2200 2E38 (172.20.46.56 / 00-0E-7F-D9-D5-92)	1008			
HP LaserJet 2200 2E3B (172.20.46.59 / 00-01-E6-3F-4D-0E)	430			
hp LaserJet 2300 series 2E35 (172.20.46.53 / 00-0E-7F-DC-7F-F9)	456			
hp LaserJet 2300 series 2E36 (172.20.46.54 / 00-01-E6-A3-4C-19)	386			
hp LaserJet 2300 series 2E3A (172.20.46.58 / 00-0E-7F-D9-64-96)	491			
hp LaserJet 2300 series 2E3C (172.20.46.60 / 00-01-E6-A6-B0-A3)	487			

DEVICE

AVERAGE MONTHLY VOLUME PER DEVICE BASED ON USAGE FROM JANUARY 1, 2012 THROUGH MAY,22, 2012

hp LaserJet 2300 series 2E3D (172.20.46.61 / 00-0E-7F-DC-3F-3D)
 hp LaserJet 2300 series 2E3E (172.20.46.62 / 00-0E-7F-DC-3F-CA)
 HP LaserJet P2055dn 2E32 (172.20.46.50 / F4-CE-46-51-3B-6C)
 HP LaserJet P2055dn 2E33 (172.20.46.51 / F4-CE-46-4B-24-A2)
 HP LaserJet P2055dn 2E40 (172.20.46.64 / F4-CE-46-51-FA-F3)
 HP LaserJet P2055dn 2E42 (172.20.46.66 / F4-CE-46-49-BE-A6)
 HP LaserJet P2055dn 60FB (172.20.46.85 / 44-1E-A1-33-AA-4A)

SCH Avg Monthly Volume B&W	SCH Avg Monthly Volume Color	TOWN B&W=*	TOWN COL= *
204			
278			
665			
534			
949			
1176			
155			
70826	4987	28835	2169
SCH B&W	SCH COL	TOWN B&W	TOWN COL

SCHOOL SERVICE LOCATIONS INCLUDE:

Longmeadow High School
 Blueberry Hill School
 Center School
 Wolf Swamp Road School
 Glenbrook Middle School
 Williams Middle School
 Central Office, currently at Wolf Swamp Road School

TOWN SERVICE LOCATIONS INCLUDE:

* Community House
 * DPW
 * Town Hall Fire Department
 * Greenwood Center
 * Police Station
 * Storrs Library

*** = Excluded from MPS service contract at this time, but may be added to the contract at the sole discretion of the owner.
 If the Owner chooses to add any new devices (listed below or new devices 'to be determined'), they will be included in the MPS contract under the same contract terms and conditions with compensation based on the same unit per copy pricing as bid and included in the contract.**

APPENDIX A

Bidder Point of Contact List

Bidder must fill out completely

1. Technical Support

Name of Contact: _____

Address: _____

Phone: _____ **Fax:** _____

Email: _____

Web Link: _____

2. Maintenance/Warranty Support

Name of Contact: _____

Address: _____

Phone: _____ **Fax:** _____

Email: _____

Web Link: _____

3. Billing Support

Name of Contact: _____

Address: _____

Phone: _____ **Fax:** _____

Email: _____

Web Link: _____

APPENDIX B

Bidder Qualifications/Questions

***not grounds for rejection just a preference**

Bidder must respond (Y or N) to each item.

Comment area may be used at Bidder discretion.

Yes No

- 1. Bidder must have toll-free technical support or local exchange number**
- 2. Bidder should have a single point of contact for maintenance\warranty issues (Fill out Point of Contact List Appendix A) ***
- 3. Bidder should have a single point of contact for billing issues (Fill out Point of Contact List Appendix A)***
- 4. Bidder must provide service history reporting by serial number (must be available on-line) or if not on-line reports should be given on a monthly basis**
- 5. Bidder shall describe in detail the process used and the organization responsible for warranty repair service.**
- 6. Bidder shall describe in detail the metering count and rate process calculations.**
- 7. Bidder must use Manufacture's Certified technician to service and repair the listed printers**
- 8. Does your software tool offer the capability for IT to run on demand reports for page counts on printers?**
- 9. Does your software tool provide automated notification of supplies needed for printers? REQUIRED.**
- 10. How is the ordering of supplies handled?**
- 11. Are there added fees for the delivery of supplies in addition to the automation of the supply ordering process? REQUIRED: ALL SHIPPING AND HANDLING FEES SHALL BE INCLUSIVE IN THE UNIT PER COPY PRICE FOR ALL SUPPLIES SHIPPED. Are there any additional fees? If yes, explain in detail.**
- 12. REQUIRED: The contract will require a staff of local service technicians (within 40 miles) to provide service on print devices as required. Where is service technician staffing located out of, and how many technicians do you have?**
- 13. Does your software tool alert us to a problem with any of our devices?**
- 14. What additional capabilities does your software tool offer? Explain in detail.**

- 15. Explain how this software tool is installed on our network and/or desktop en How often does your software tool require updates/patches and how are they handled?**
- 16. Will your company have access to our data and will you come back to us with recommendations? Explain**
- 17. Please describe your customer service support. Do we have one dedicated representative or team to contact?**
- 18. How often will a technician come in to perform routine cleanings? (minimum required is yearly)**
- 19. Please explain the process for training of the software tool for IT?**
- 20. Will your company be able to participate in bi-annual reviews with IT and Purchasing?**
- 21. What information will you provide during the bi-annual meeting?**
- 22. Please provide a list and samples of any additional reports that may be available monthly or quarterly at no additional cost.**

Appendix C

List all municipal and public school MPS contracts in Massachusetts. Supply references in the following priority: 1) Municipal and public school MPS clients serviced by the same designated staff and onsite technician team. 2) MPS Clients with a comparable or greater number of devices serviced by the same designated staff and onsite technician team. The Town may select references from the requested list and references provided to complete reference checks to confirm experience, qualifications and how responsible a vendor is. Any unfavorable references or lack of experience may be grounds to reject a bid at the sole discretion of the Town.

References

1.

Name of Contact: _____

Name of Company: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Date of Contract: _____ # of Devices _____

2.

Name of Contact: _____

Name of Company: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Date of Contract: _____ # of Devices _____

3.

Name of Contact: _____

Name of Company: _____

Address: _____

Phone: _____ **Fax:** _____

Email: _____

Date of Contract: _____ **# of Devices** _____

4.

Name of Contact: _____

Name of Company: _____

Address: _____

Phone: _____ **Fax:** _____

Email: _____

Date of Contract: _____ **# of Devices** _____

5.

Name of Contact: _____

Name of Company: _____

Address: _____

Phone: _____ **Fax:** _____

Email: _____

Date of Contract: _____ **# of Devices** _____

BID SUBMISSION FORM

**INVITATION FOR BID (IFB):
MANAGED PRINT SERVICE
TOWN OF LONGMEADOW, MASSACHUSETTS**

COMPANY NAME _____

SIGNATURE OF BIDDER _____

BID PRICING:

Contract reimbursement will be based on actual cost per copy unit price of 'Black & White' copy and 'Color' copy. Any Black & White copies that are printed in the color mode will be billed at the Black and White cost per copy. Bidders are required to provide bid pricing for the categories listed below. Conditional pricing will not be allowed.

Cost per b/w copy: \$ _____ per copy

_____ per copy
(Black & White copy, cost per copy written in words)

Number of copies **70,000** x _____ cost per copy = _____ monthly cost for B/W

Cost per color copy: \$ _____ per copy

_____ per copy
(Color copy, cost per copy written in words)

Number of copies **4,900** x _____ cost per copy = _____ monthly cost for color

Total Estimated Monthly Cost: \$ _____
(Sum of monthly cost for B/W and Color)

Diagnostic/Repair Labor Rate _____ **per hour**
Diagnostic/Repair % off List Parts Pricing _____ **% off list**

Having fully examined, read, and in understanding of the specifications for this job and being familiar with all of the conditions surrounding the proposed work and or supplies, including any addenda for which receipt of is acknowledged below, the undersigned proposes to complete all work as specified in this invitation to bid for the price stated.

BID SUBMISSION FORM

**INVITATION FOR BID (IFB):
MANAGED PRINT SERVICE
TOWN OF LONGMEADOW, MASSACHUSETTS**

BID SUBMISSION SUPPORTING DOCUMENTATION:

Have you supplied all attachments, Appendix B, Appendix C and documentation requested in the Submission of Bid section and Scope of Work? Failure to provide the requested supporting documentation may result in a bid rejection:

YES_____, NO_____

BIDDER INFORMATION:

COMPANY NAME _____

SIGNATURE OF BIDDER _____

PRINT NAME & TITLE OF BIDDER _____

ADDRESS

PHONE NUMBER: _____

FAX NUMBER: _____

EMAIL: _____

ADDENDA:

I acknowledge receipt of Addendum Numbers (if any) _____, _____, _____, _____

BID SUBMISSION FORM

**INVITATION FOR BID (IFB):
MANAGED PRINT SERVICE
TOWN OF LONGMEADOW, MASSACHUSETTS**

CERTIFICATE OF TAX COMPLIANCE

Pursuant to M.G.L. c. 62C, §49A, I certify under the penalties of perjury that, to the best of my knowledge and belief, I am in compliance with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

Social Security Number or
Federal Identification Number

Signature of Individual or
Corporate Name

Corporate Officer
(if applicable)

CERTIFICATE OF NON-COLLUSION: REQUIRED FORM

Pursuant to M.G.L. Ch. 30B, s10, the undersigned hereby certifies, under penalties of perjury, that this bid or proposal has been made and submitted in good faith and without fraud or collusion with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

Signature of person submitting contract/bid

Date

Name of Business