

**REQUEST FOR PROPOSALS**

**for**

**Digital Copier/Printer Lease**

**from**

**City of Lake Wales**

**RELEASE DATE: April 28, 2009**

**RFP 09-175**

**RFP DUE DATE: May 13, 2009**

**City of Lake Wales  
201 Central Avenue  
P. O. Box 1320  
Lake Wales, Florida 33859-1320  
863-678-4182**

## REQUEST FOR PROPOSALS

April 24, 2009

09-175

**NOTICE IS HEREBY GIVEN** that the City of Lake Wales, Florida, is accepting sealed proposals for:

### *DIGITAL COPIER/PRINTER LEASE*

At 10:30 P.M., EDT, on **Tuesday, May 13, 2009** in the City Commission Chambers, Municipal Administration Building, 201 Central Ave W., Lake Wales, Florida, proposals will be opened and submitted for evaluation.

An original and **two (2)** copies of all proposals, including all executed documents and needed attachments, shall be placed in a sealed envelope, marked **“09-175” SEALED PROPOSAL FOR DIGITAL COPIER/PRINTER LEASE** and delivered prior to the proposal opening deadline, 10:30 P.M. EDT on **Tuesday, May 13, 2009**.

#### *Responding to the Request for Proposals*

All persons and firms wishing to submit proposals **must** obtain a complete copy of the Request for Proposals document, and submit a City of Lake Wales Vendor Application, W9 and a current Public Entity Crimes Statement with their response. Access our website, [www.cityoflakewales.com](http://www.cityoflakewales.com), go to City Departments, Purchasing and Forms and Documents or contact Bonnie Hodge, Purchasing Agent, (863) 678-4182, extension 264 to obtain these items. There is no charge for the Request for Proposals document, or for submitting proposals.

Proposals may be hand delivered, mailed, or delivered via courier service to the following address. Faxed or e-mailed proposals will not be accepted.

#### DELIVERY ADDRESS

City of Lake Wales  
City Manager's Office  
Attn: Bonnie Hodge, Purchasing Agent  
201 Central Ave. W  
Lake Wales, Florida 33853-4013

#### MAILING ADDRESS

City of Lake Wales  
City Manager's Office  
Attn: Bonnie Hodge, Purchasing Agent  
P. O. Box 1320  
Lake Wales, Florida 33859-1320

#### *General Information and Requirements*

1. In accordance with Chapter 119, Florida Statutes, all proposals received, and all materials contained therein, once opened are **public record**, and subject to disclosure to any person, organization, or firm, including other firms responding to this request for proposals.
2. In accordance with section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid or proposal on a contract to provide any goods or services to a public entity and may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with

any public entity in excess of the threshold amount provided in section 287.017-for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

3. The City reserves the right to accept or reject any or all proposals, or part thereof, to waive any informalities or technicalities, or to award contracts in the best interest of the City. In all instances, the City's decision shall be final.
4. The City of Lake Wales is exempt from taxes imposed by the State and Federal Government. Proposals shall not include any taxes or fees.
5. Prospective firms must submit proposals strictly in accordance with the specifications outlined in the RFP. Each variance, if any, to the specifications shall be specifically stated in the proposal.
6. Prospective firms warrant by virtue of submission of proposals that all prices, terms, and conditions stated shall be honored for a period of one hundred eighty (180) days <change if desired> after the opening of proposals. Any changes at the time an order is placed shall result in automatic disqualification of the vendor.
7. The original proposal shall be signed, in blue ink, by a corporate officer, partner, or proprietor.
8. The City reserves the right to reject any or all items if in its judgment the item does not meet the needs of the City, or for any reason it deems suitable.
9. Prospective firms are hereby warned not to contact any City employee, official, board member, or Commissioner on matters relating to this Request for Proposals, except as indicated herein. Any attempt to do so, or engaging in lobbying or any other activity interfering with the evaluation process may result in immediate disqualification of the vendor from any City business.
10. Per City ordinance, agreements and contracts with a term in excess of one year shall include the following language: "The performance of the City of Lake Wales and its obligation to pay under this contract is contingent upon annual appropriation by the City Commission of Lake Wales." Vendors are warned that this requirement is written into the Code of Ordinances of the City, a public document, and is binding upon all vendors whether or not referenced in any agreement.
11. Prospective firms quoting State of Florida contract pricing must provide the state contract number and date of expiration in their bids or proposals. Firms will be required to provide a copy of the entire contract prior to the placing of orders by the City.
12. Prospective firms hereby warrant by virtue of submission of proposals that any and all terms, conditions, and requirements as stated in this document are valid, enforceable, and binding upon the selected vendor.

## Specific Information and Requirements

1. Questions regarding this Request for Proposals or the Project must be submitted in writing, via e-mail, regular mail, fax, or courier service. Answers will only be provided in writing, and all responses will be distributed to all known vendors who have requested the bid document.  
**Questions should be submitted to: Bonnie Hodge, Purchasing Agent, 863-678-4182, ext. 264; Fax: 863-678-4080 email hodgeb@cityoflakewales.com.**
2. Proposals **will contain** a list of references, and a list of all similar projects which the firm has been involved with for the past five (5) years.
3. Proposals must contain the firm or individual's proposed Agreement for Services. The City reserves the right to obtain legal review of the Agreement, and make changes to meet legal requirements, or as otherwise desired.
4. Copies of any degree, certification, or credential being claimed by an individual or firm as evidence of qualification must be provided. Prospective firms and individuals hereby consent, by virtue of submission of a proposal, to the City verifying the validity of any qualification, as it may deem necessary.
5. Resumes for individuals whose qualifications or experience are cited as evidence of a firm's qualification must be included.
6. The selected firm may not discriminate against any employee employed in the performance of services, or against any applicant for employment because of race, religion, color, handicap, national origin, age, gender, or marital status.
8. Any records maintained by the selected firm in connection with the provision of services shall be maintained as a public record and made open for inspection in accordance with the requirements of Chapter 119, Florida Statutes.

### **REQUEST FOR PROPOSAL for Digital Copier/Printer Lease**

#### **Section 1 – background, expectations**

The intent of this Request for Proposal (RFP) is to obtain competitive proposals from qualified vendors/contractors who can demonstrate their ability to provide a Digital Copier Solution as outlined in this RFP. This contract is also expected to yield maximum service and uptime of proposed equipment solution.

#### **Period of Agreement**

This agreement will begin on May 20, 2009 with a contract of 48 months.

#### **Price Schedule**

Prices proposed by vendors should be submitted on a price schedule. Prices submitted shall be firm for the term of the contract.

**Deliverables**

The deliverables listed in this section are the minimum desired from the successful vendor. Every vendor should describe what deliverables will be provided per their proposal, and how the proposed deliverables will be provided.

**Section 2 – equipment requirements**

Copiers will be located at the following addresses:

NAME	LOCATION	Install Address	City, State	Zip code
City of Lake Wales	CITY MANAGER	201 W Central Ave.	Lake Wales, FL	33853
City of Lake Wales	BUILDING DEPARTMENT	201 W Central Ave.	Lake Wales, FL	33853
City of Lake Wales	FIRE DEPARTMENT	253 W Central Ave.	Lake Wales, FL	33853
City of Lake Wales	POLICE DEPARTMENT	133 E Tillman Ave.	Lake Wales, FL	33853
City of Lake Wales	POLICE DEPARTMENT	133 E Tillman Ave.	Lake Wales, FL	33853
City of Lake Wales	UTILITY BILLING	201 W Central Ave.	Lake Wales, FL	33853
City of Lake Wales	DEPOT MUSEUM	325 S Scenic Highway	Lake Wales, FL	33853
City of Lake Wales	WASTE WATER	840 Henry St.	Lake Wales, FL	33853
City of Lake Wales	IT DEPARTMENT	201 W Central Ave.	Lake Wales, FL	33853

Bill to address for all:	City of Lake Wales	P.O. Box 1220	Lake Wales, FL	33850-1220
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- *All* proposed equipment must be new or newly remanufactured by OEM (Original Equipment Manufacturer) and be from the same manufacturer.
- All machines must meet or exceed the specifications. Interested vendors must have documented qualifications/specifications in each of the areas specified in the body of the RFP and furnish those with the response to the RFP.
- Customer seeks to implement digital technology via single plat-formed, network based units capable of performing copying, printing, faxing and scanning concurrently to insure optimum output efficiency.
  - Maintain a consistent physical platform facilitating ease of use and implementation
  - Proposed equipment must have a common user-friendly interface
  - Vendor must outline which devices have customer replaceable units (Turnkey, no tools required to include drums, fuser units, toner cartridge, feed rollers)
  - Devices must log copy/print usage per user code.
  - Vendor must outline which proposed equipment is National Information Assurance Partnership (NIAP) Certified Level 2 equipment.
  - Vendor must attach literature for each equipment model.
  - If proposed equipment has been tested by Buyers Laboratory Inc., please include a copy of the test results in your response.

- Allow for absolute network integrity and security via password protection or network login restricting access to the device as well as the network.

In addition to all specifications listed below, all digital multi-tasking devices shall have the minimum ability to

- Require no additional PC workstation to facilitate any scan or e-mail functionality
- Scan new jobs while the device is network printing or copying without network interruption
- Scan to desktop, e-mail, network repository, workflow applications
- Provide for the storage of all network community e-mail addresses to reside at the device, retrievable and editable only by an authorized network administrator for updating and revision
- Allow for direct communication and workflow integration with print shop job queues
- Allow network users to access any City of Lake Wales mail server(s) via authorized network login and password
- At the multi-tasking unit, gain access to the walk-up users mail account, personal sent-to lists, distribution lists, as well as the entire City of Lake Wales e-mail directory via LDAP
- Enable end users to easily replace consumable components including:
  - Toner
  - Staples
  - Paper
- Manufacturer of proposed equipment must be ISO 9001 Certified, to meet Independent Service Organization Standards

**Number of Multi Function Machines: 8**

**Number of Color Laser Printers: 1**

**Total Number of Machines: 9**

Minimum Requirements for laser color printer

- 21ppm B&W / 35ppm Color:

Minimum Requirements for Multi Function Machines:

- (1)65 pages per minute (letter size)
- (7)32 pages per minute (letter size)
- Minimum 75 Sheet Duplexing Automatic Document Feeder
- Must be network ready for printing/faxing/scanning
- Unlimited job queue management with user name and type of job
- Equipment must be able to have “print around” feature to allow jobs to promote in the event a required resource is not available to allow jobs that have required resources to complete
- Must have walk-up faxing capabilities
- Must be able to have automated meter reading with no user intervention
- Scanning must include LDAP and authentication functionality for security
- Scanning to include Scan to Email and network
- 65 ppm (+) machine must have a minimum of four paper sources with a minimum paper capacity of 4,000 letter sized sheets
- 65 ppm (+) machine must have user mailboxes or other solution for the separation of user print jobs

- 65 ppm (+) machine must staple, three-hole punch, and sort
- 32 ppm (+) machines must have a minimum of four paper sources
- Must have Bi-directional drivers to allow for user to see device status to include consumable levels, job status, paper levels, etc.
- Must be able to scan ahead a minimum of 20 jobs from device
- Must be able to perform all tasks simultaneously
- Must be able to duplex automatically
- Walkup users must be able to scan a copy job while the unit is printing another job without the loss of any features
- Truly integrated scan solution without any external third party hardware/software
- Scanning must not require additional network drops
- Must be able to conduct a scanning application while the unit is copying, printing, or faxing another document
- Must be able to fax while the unit is copying, printing, or scanning another document
- Must have integrated copy and print queue/job status at the device user interface
- Must have print Queue and Job Status at a PC and the device
- Must have true network scanning integrated
- Must have integrated copy/scan/fax/print queue status at device and PC
- Must have Standard accounting (web based)
- Must be a multi-function copier and network printer with the proven ability to do both functions concurrently.
- Must have a minimum copy resolution of 600 x 600 dpi.
- Must have a max. Print resolution of 1200 x 1200 dpi.
- Must have a minimum of 2 fully adjustable paper trays able to run 5.5" x 8.5" up to 11"x17"
- 65 ppm (+) machine must be able to offer offset finishing with a minimum capacity of 2,250 sheet output capacity.
- Must be able to offer single stitching, 50 sheets per set.
- No additional cost for supplies delivery/shipping / 11x17 counts as one copy or print on the meter
- Must have internal hard drives for scanned document storage and retrieval

### **Section 3 – Service and Supplies**

- Vendor must supply any and all parts and supplies to maintain equipment in condition necessary to produce quality copies.
- All equipment shall include a “like-for-like” replacement provision.
- The agreement shall include full service with a 1 hour call back and 4-5 hour onsite target response time to site/campus.
- All machines shall remain the property of vendor and vendor/contractor shall maintain all machines in acceptable working order during the contract. Any machine deemed unacceptable by customer shall be replaced at vendor/contractor’s expense.
- Credits for bad impressions or test impressions used during a service call shall be credited on each monthly invoice if applicable.
- Customer reserves the right to request a replacement unit for each unit that fails to meet reliable performance expectations at no expense to Customer.
- The vendor must provide a certificate or letter from the manufacturer stating that the service and supply dealer is authorized for the equipment proposed.
- The vendor is capable of providing same-level service for all locations
- Established mechanism for resolution of complex or recurrent problems.
- A clearly defined chain of command from the service technician to a higher level service and support.
- Vendor must provide a minimum 4 – 6 hour response time to all service calls.
- Vendor must be able to provide a technical support hotline 24 hours / seven days a week.
- Provide supplies and parts for all covered equipment (excluding staples and paper)
- Provide a detailed service history and equipment performance upon request.

#### **Section 4 – Support**

- Vendor should have industry expert(s) in educational document technology solutions to guide users to the forefront in technology. Name, qualifications, and phone number(s) must be included.
- Vendor must provide a dedicated team to support the business requirements. Names, titles, and phone numbers must be provided.
- Vendor must supply a complete list and description of all supporting business partners.
- Vendor must supply descriptive literature for the equipment being recommended to include copiers and compatible hardware/software.
- Contractor/Vendor shall provide user training in the use of all covered equipment, including general copy skills, and detailed features.
- Contractor/Vendor will provide monthly invoice.

Equipment installations and removals will be done at mutually agreeable times established by customer.

Installations of equipment provided via terms of this Agreement will be within 15 days of the award.

Electrical receptacles required for any equipment will be provided by the Contractor/Vendor and installed by Customer.

Network drops will be provided by Customer.

Contractor/Vendor shall review implementation plan with Customer prior to installation.

- An established program for service and support as demonstrated by contracts with comparable educational entities.
- Authorized installation and service training on vendor/contractor-provided copiers outlined in this section.
- An established program for reporting the numbers of impressions made on a quarterly, monthly or annual basis.

Specify the outcome targets, minimal performance standards expected from the contractor, and methods for monitoring performance and process for implementing corrective actions.

Vendor/Contractor must provide on-site training for the proposed hardware and software. Please describe the training program for the proposed system / solution. Training costs must be included in your pricing section of your proposal.

## **Section 5 – Terms and Conditions**

- All costs of delivery and installation shall be included.
- Cost of installation and removal of the covered equipment will be the responsibility of the Vendor.
- Provide installation of vendor/contractor provided equipment
- The risk of loss due to cause other than preventable by the Bank (i.e. Natural Disaster, Act of God) will remain with the vendor. Replaced equipment will not require new contract terms.
- Vendor shall furnish a Certificate of Insurance.
- Vendor shall describe their Quality Assurance Process.
- Vendor shall provide their action plan for Disaster Recovery.
- Contract negotiation between Customer and selected vendor will take place upon award of contract. Please attach a copy of you contract terms and conditions.

## **Section 7 – financial considerations, pricing**

- All responses must be based on a (4) Year Lease, please provide a copy of the terms and conditions of the lease for review.
- One Monthly invoice for all equipment itemized by location
- Lease to include all property taxes, insurance, documentation fees, delivery, installation, training & removal of equipment at end of term.
- Vendor will not charge shipping fees for consumables.
- Training is included and will be provided upon installation.
- All pricing will include equipment, maintenance & supplies excluding paper and staples.

## **Section 8 – Evaluation criteria, timetables, who to contact**

Specify length, start date and end date of the contract, and the options for renewal.

All proposals submitted in response to this RFP will be evaluated by Customer's personnel. Contract will be awarded to the vendor whose proposal, conforming to this RFP, will be the most advantageous. Customer will judge the merit of proposals received in accordance with the evaluation criteria described below.

1. Quality and performance of the equipment and network security.
2. Maintenance, supply and repair services.
3. Experience of the bidder and demonstrated ability to provide equipment
4. References
5. Additional benefits to Customer.

Clearly and concisely present the timeline for the steps leading to the final decision, such as the dates for submitting the letter of intent, sending questions, attending the pre-proposal conference, submitting the proposal, etc.

Include a complete list of people to contact for information on the RFP, or with any other questions. Incorporate their name, title, responsibilities, and the various ways of contacting them into this list.