CITY OF EAST GRAND RAPIDS

REQUEST FOR PROPOSAL
FOR
COPY/PRINT SERVICES

DATE: MONDAY, NOVEMBER 25, 2019

DUE DATE OF PROPOSALS: THURSDAY, DECEMBER 12, 2018, 2:00 PM
I. INTRODUCTION

A. PURPOSE AND SCOPE

The City of East Grand Rapids (the “City”) is seeking proposals for the equipment and services described herein.

Only qualified vendors proposing a comprehensive product/service solution for our unique needs, at competitive rates, will be considered.

Solutions should include a timeline of implementation, with final installation no later than March 31, 2020.

It is the City’s intent to maintain equipment/services with one vendor.

B. RESPONSE DATE

All responses must be received by 2:00 pm, December 12, 2019.

- Hard copy proposals should be addressed to:
  City of East Grand Rapids
  Attn: Karen Mushong/Gary Veldhof
  750 Lakeside Drive SE
  East Grand Rapids, MI 49506

- Electronic proposals should be emailed to: purchasing@eastgr.org

Late responses will not be considered. Amendments to responses will be considered only if they are received by the deadline.

C. DISCLAIMER

This Request for Proposals (“RFP”) does not obligate the City to pay any costs incurred in the preparation of proposals. All costs associated with the preparation of a proposal or contract in response to this RFP will be borne solely by the vendor.

The City reserves the right to accept or reject any and/or all proposals, to waive any formalities or any irregularities in proposals received, and to award (or not to award at all) the contract in any manner deemed to be in the best interests of the City. The City further reserves the right to award this contract to other than the lowest bidder if, in the sole opinion of the City, such action represents the best value.

The City reserves the right to amend this RFP in any manner prior to contract award. The City will notify all responsive suppliers in this event.

All proposals received shall become the property of City.
II. EVALUATION CRITERIA

Evaluation will be based on the vendor’s responses to the functional, technical and contractual requirements described in this RFP. Experience level, ability to provide a complete solution, subject matter expertise and the ability to work as a collaborative partner with the City will also be considered.

The City wishes to explore the capabilities of potential supplier solutions. The solution offered needs to be capable of handling changes to the City’s business requirements in a reliable, responsive, and cost-effective manner without unreasonable effort on the part of the City.

A. GENERAL CRITERIA

The following provides a listing of some of the major components that the City will utilize in the evaluation of all potential supplier proposals:

- Prior experience with projects of similar scope
- Pricing
- Technical qualifications and capabilities
- Operational and technical training capability
- Adherence to requirements/specifications
- Complete responses to the questions below
- Maintenance capability
- Professionalism
- Flexibility

B. COST SCHEDULE

Please respond with your schedule of costs related to the required services indicated under the Functional and Technical Requirements section. These costs should be itemized and reflect the complete expected costs of the solution being proposed based on the estimated activity provided in Attachment 1.

C. TERM OF SERVICE AGREEMENT

The City of East Grand Rapids is interested in an agreement of five (5) years, with an option to renew for an additional three (3) years.

D. LEAD TIME REQUIREMENTS

Please indicate your committed lead times to deliver the proposed solution. We expect the selected vendor to assume a pro-active and responsible role with regard to implementation, planning, and management of the solution.
III. RFP PROCESS

Pertinent dates for completing the RFP process are noted below. The times and activities may change based on project changes, priorities and other factors.

<table>
<thead>
<tr>
<th>Issue Request for Proposal</th>
<th>November 25, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Date to Submit Questions</td>
<td>November 29, 2019</td>
</tr>
<tr>
<td>Mandatory Meeting/Walkthrough</td>
<td>December 3, 2019</td>
</tr>
<tr>
<td>Suppliers RFP Response Due</td>
<td>December 12, 2019</td>
</tr>
<tr>
<td>Identification of Finalists</td>
<td>December 20, 2019</td>
</tr>
<tr>
<td>Demonstrations/Discussions</td>
<td>January 6 – 10, 2020</td>
</tr>
<tr>
<td>Recommendation made to the City’s Finance Committee</td>
<td>January 17, 2020</td>
</tr>
<tr>
<td>Final City Commission Approval</td>
<td>February 3, 2020</td>
</tr>
<tr>
<td>Final Completion of Installation</td>
<td>March 31, 2020</td>
</tr>
</tbody>
</table>

A mandatory meeting will be held on December 3, 2019 at 2:00 pm.

During this meeting we will address any questions that bidders may have and will offer a tour of our facilities. In order for us to be able to accurately address questions during this meeting, we request bidders that need further clarification to please submit their question(s) in writing by November 29, 2019 via email to: purchasing@eastgr.org. If other questions arise during the meeting/walkthrough, we will try and address those questions during that time also.

Please RSVP by end of day November 29, 2019 if planning to attend the meeting on December 3, 2019.

Due to space constraints, only one representative from each vendor will be able to participate in the walkthrough portion of the meeting. We apologize in advance for any inconvenience, but we want to make sure this exercise is beneficial to all participating bidders.

Proposals submitted will be evaluated by the Finance Director and Information Technology Specialist based on the evaluation criteria outlined in this proposal. A short-list of the top vendors will be invited to demonstrate their solutions to various employees of the City during the week of January 6 – 10, 2020. Times and dates will be coordinated once the vendors have been identified.

A final selection will be made following the demonstration, which will be submitted to the City Commission for final approval.
IV. FUNCTIONAL AND TECHNICAL REQUIREMENTS

A. EQUIPMENT:

Provide for the City to either purchase or lease equipment to replace the City’s current printers and multi-function printers (MFPs). Currently, the City’s equipment includes 19 printers and multi-function printers located at three (3) locations. A list of existing models is included in Attachment 1, which also includes estimated usage. Please note that some MFPs include fax capability.

Equipment functionality must meet or exceed the functionality of current devices and staff must have the opportunity to demo the recommended equipment. Bidders can elect to not include smaller print devices in the support contract if bidder determines that would not be best solution for the City.

The City is also in need of a large format scanner (can be bid alone or not bid). The following requirements are specific to this scanner:

- KIP 720 or comparable
- Compatible scanning software
- Training on device and software
- Equipment stand

If leasing or financing is part of the proposed solution, please include details on the rates and the terms that will be included in the agreement.

B. SERVICES

Provide comprehensive, on-site maintenance and support for all the City printers and multi-function printers (MFPs) provided above. Exceptions for the smaller print devices can be made.

Please describe/address your best solution for the City and answer the following questions:

- Will support personnel be company employees? Sub-contractors?
- Explain support for MFPs
- Include detailed service level response time – including replacement part availability for first visit resolution
- Define status/condition terminology – e.g. what conditions must be present to label a device as a non-operational, obsolete, etc.
- Describe which unlimited consumable supplies (toner, waste containers, etc.), including delivery to point of need, are included in your solution in the proposal
- Provide information/timeline on printer delivery and installation service
- Provide an example of your invoicing. Details that must be included, at a minimum, are device/equipment ID, its current location and any defined business units.
IV. FUNCTIONAL AND TECHNICAL REQUIREMENTS (continued)

C. PRICING AND TERMS

Provide detailed terms that include all monthly fixed and variable fees based on the usage outlined in Attachment 1:

- Include all service costs (including black/white & color cost per page)
- Include any annual percent increase in fees for multiple year agreement options
- Include agreement cancellation/termination terms
- Include special project related terms – hourly rate, conditions, advanced notice requirements, etc.

V. REFERENCES

Each proposal should include three references from similarly sized clients who have used services similar to those included in this request. Please provide name, address, telephone number, and a contact person for each reference.