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|  | Applicability | | |
| | INFORMATION TECHNOLOGY | | |
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| REQUEST FOR PROPOSALS | MANAGED PRINT AND COPIER SERVICES | | |

1. INTRODUCTION

- 1.1 Notice is hereby given that the City of Toppenish is issuing a Request for Proposal for a qualified contractor to provide the implementation and deployment of a managed print and copier services program that will be utilized city-wide.
- 1.2 Respondents should review this document carefully before preparing a submission. Failure to provide necessary information will result in the vendor being rejected due to not qualifying as legally “responsive” to this Request for Proposals.
- 1.3 Responses will be judged on a point basis, with reviewers assigning a value from zero to the maximum amount allowed for an item. Items noted as required will not receive a point value but may result in a proposal being rejected if not met.
- 1.4 The City of Toppenish reserves the right to reject any or all proposals or any part of each proposal; to waive any irregularity in any proposal and to determine which, in its sole judgment, best meets the City's needs to receive an award after successful contract negotiations. Vendor may not withdraw its proposal for a period of one hundred eighty (180) days after the opening thereof.

2. ORGANIZATION QUALIFICATIONS

- 2.1 All items in section “2. ORGANIZATION QUALIFICATIONS” require a response.
- 2.2 Eligible applicants include non-profit organizations, private for-profit companies, units of local government including community colleges and universities, and faith-based and community organizations.
- 2.3 Eligible applications must assure the ability to comply with all applicable federal, state, and local laws and regulations.
- 2.4 Organization Details
 - a. Organization name
 - b. Name of the individual making the submission
 - c. Title of the individual making the submission
 - d. Is this person authorized to make binding agreements on behalf of the organization?
 - e. Physical organization address
 - f. Mailing and/or billing address if different from the physical address

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- g. Contact phone number
- h. Contact email address

2.5 Applicants must possess and affirm the following:

- a. All required licenses, bonding, equipment, and identified core personnel necessary to perform the work as required in the RFP.
- b. Documentations of the business structure (e.g. corporation, LLC, sole proprietor, partnership, etc.) you have registered to conduct business.
- c. A minimum of ten years' experience providing the equipment and services required to fulfill the requirements of the proposal.
- d. Applicants must be financially and operationally stable and must possess sufficient scale in terms of staff and other resources to support the City of Toppenish throughout the term of a contract, if awarded, as a result of this RFP.

2.6 Provide three (3) references for other organizations of a similar size and scope of the City of Toppenish that may be contacted by reviewers.


2.7 Provide a list of all hardware manufacturers, software providers, and sub-contractors that will be used. Include their information here and reference them for any items they will be used to fulfill a listed item.

3. SCOPE OF WORK

3.1 Minimum features required, where relevant, of all devices in sections 3.3 and 3.4. Devices that do not meet these requirements may not be considered as a response.

- a. Duplex printing for 11x17 media and below
- b. Finishers include staple and hole-punch functionality
- c. HIPPA compliant eFax capable (i.e. does not require a POTS line) for multi-function devices
- d. Duplex scanning on multi-function devices for 11x17 media and below
- e. Scanning supports SFTP or FTPS and conforms to RFC 959 and RFC 4253 on multi-function devices
- f. Centralized device settings management
- g. Centralized address book management on multi-function devices
- h. Devices must not be scheduled for end of support during contract term
- i. Wired ethernet network connection

3.2 Optional device features, where relevant, that may be included as part of the proposal for sections 3.3 and 3.4. Points available are listed with each feature.

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- a. Scanning supports SharePoint/OneDrive – 5 points
- b. TWAIN driver support for scanning – 5 points
- c. Centralized scan and print management and accounting solution – 10 points
- d. Account control and tracking integrates with Active Directory – 5 points
- e. Cloud printing for offsite and mobile devices with release after login to any device for multi-function devices – 5 points
- f. Secure print with release to any device via PIN, RFID, card, NFC, or similar technology for multi-function devices – 10 points
- g. Finishers capable of 11x17 include fold and booklet staple options – 5 points

3.3 Minimum hardware provided for consideration of the proposal. List the make, model, and any relevant add-ons as part of the response.

3.3.1 Section 3.3 will be scored based on the responses to the items as a whole. Points for the section will be assigned as:

- a. Cost of required equipment – 30 points
- b. Organizational fitness of required equipment – 20 points

3.3.2 Furnish all equipment, supplies, and services for multi-function copiers and printers at seven locations listed below:


- a. City Hall – 21 W 1st AVE, Toppenish, WA, 98948
- b. Fire Department - 514 W 2nd AVE, Toppenish, WA, 98948
- c. Mid-Valley Television – 19 E 2nd AVE, Toppenish, WA, 98948
- d. Police Department – 516 W 2nd AVE, Toppenish, WA, 98948
- e. Public Works – 408 Washington AVE, Toppenish, WA, 98948
- f. Recreation Department – 20 Asotin AVE, Toppenish, WA, 98948
- g. Waste Water Treatment Facility – 501 Annahat RD, Toppenish, WA, 98948

3.3.3 City Hall devices:

- a. Downstairs Color MFC – Up to 11x17 media – Finisher – 3500 B&W and 1200 color per month
- b. Upstairs Color MFC – Up to 8.5x14 media – Finisher – 2500 B&W and 1600 color per month

3.3.4 Fire Department device:

- a. Color MFC – Up to 8.5x14 media – Finisher – <1000 combined pages per month

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3.3.5 Mid-Valley Television device:

- a. Color MFP – Up to 8.5x14 media – <500 combined pages per month

3.3.6 Police Department devices:

- a. Color MFC – Up to 8.5x14 media – Finisher – <1000 combined pages per month

3.3.7 Public Works devices:

- a. Color MFC – Up to 11x17 media – Finisher – 1500 B&W and 1000 color per month

3.3.8 Recreation Department device:

- a. Color MFP – Up to 8.5x14 media – <500 combined pages per month

3.3.9 Waste Water Treatment Facility device:

- a. Color MFP – Up to 8.5x14 media - <500 combined pages per month

3.4 Optional equipment that may be included in the proposal. Points available are listed with each hardware device. Include the make, model, and any relevant add-ons as part of the response:

3.4.1 City Hall device:

- a. Check and form printer – Up to 8.5x14 media – Minimum of three trays – <1000 B&W per month – 5 points


3.4.2 Police Department devices:

- a. Chief Color MFP - Up to 8.5x14 media - <500 combined pages per month – 5 points
- b. Captain Color MFP - Up to 8.5x14 media - <500 combined pages per month – 5 points
- c. Evidence printer - Up to 8.5x14 media - <500 B&W pages per month – 5 points

3.4.3 Public Works devices:


- a. Oversize Color Printer – Up to 24” width – 10 points
- b. Oversize Color Scanner – Up to 24” width – 10 points
- c. Shop Office Color MFP - Up to 8.5x14 media - <500 combined pages per month – 5 points

3.5 Minimum services included for the proposal to be considered.

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- 3.5.1** Section 3.5 will be scored based on the responses to the items as a whole. Points for the section will be assigned as:

 - a. Cost of required services – 30 points
 - b. Organizational fit of required services – 20 points
- 3.5.2** Delivery, installation, and initial configuration of all hardware devices, including network settings provided by the City of Toppenish.
- 3.5.3** Removal and disposal of end-of-life copiers and printers included in the service agreement.
- 3.5.4** Installation and initial configuration of all software included in the proposal.
- 3.5.5** All consumable, maintenance, and support costs, minus paper, included in the service agreement. Disposal of all consumables and maintenance parts are the responsibility of the vendor. Pre-paid, pre-addressed labels with proper shipping materials is acceptable for toner and ink cartridge returns.
- 3.5.6** Initial address book setup for all multi-function devices.
- 3.5.7** Minimum of 1-hour training with all staff on the use of equipment and software that will be used by their department.
- 3.5.8** Default scan settings must be configured to a minimum of 300 dpi, only lossless compression methods, and save to either PDF or TIFF formats.
- 3.5.9** All equipment must be labeled with the vendors name, an ID for the device, and contact information for support.
- 3.5.10** Maintain 97% uptime with acceptable print and scan quality, 8 am – 5 pm Monday – Friday, on all hardware and software provided. Any device or feature that does not meet the 97% measurement for any three consecutive month periods shall be replaced with new. Such replacements will be at no-charge to the City of Toppenish. This performance guarantee shall apply for the duration of the contract. Failure to meet the 97% uptime standard as required will cause the City of Toppenish 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 97% uptime.
- 3.5.11** Preventative maintenance on all hardware, software version review, and contract review conducted annually by the vendor and shared with City of Toppenish staff.

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3.5.12 Any non-volatile storage (e.g. hard disk, solid state disk, or FLASH storage) that is used to store or cache print, scan, or fax data must be removed and provided to the City of Toppenish before the device is removed either for replacement or service at no additional cost. The storage will be disposed of by the City of Toppenish.

3.5.13 Invoices must be prepared to clearly identify each device and charge by location. Where applicable, previous meter read, current meter read, meter read date, and credits due to maintenance or repair must be included for each device.

3.6 Optional services that may be included as part of the proposal. Points available are listed with each item.

3.6.1 Maximum of next business day response when on-site technician is required for troubleshooting or parts replacement – 10 points

3.6.2 Live supplies and maintenance reporting. – 5 points

3.6.3 Supply management and maintenance, with the agreement of the vendor after evaluating the devices, of desktop printers and MFP's not purchased or leased elsewhere in this agreement – 15 points

4. SUBMISSION INFORMATION

4.1 RFP Publication


- a. RFP Issue Date: 06/19/2024
- b. The RFP will be available at this link: <http://cityoftoppenish.us/public-documents/bids-and-proposals/>

4.2 Questions Submission

- a. Questions Deadline: 5:00 PM PDT – 07/12/2024
- b. All questions must be received in writing via email to RFP-Response@cityoftoppenish.us.
- c. Email subject line must include: Questions for Managed Print and Copier Services RFP
- d. Confirmation of receipt will be sent via email by the end of the next business day.

4.3 Response to RFP Questions

- a. Response to Questions Date: 5:00 PM PDT – 07/15/2024
- b. Responses to questions will be available at this link: <http://cityoftoppenish.us/public-documents/bids-and-proposals/>

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4.4 Proposal Submission

- a. Proposal Due Date: 5:00 PM PDT – 07/19/2024
- b. Proposals must be received electronically via email to RFP-Response@cityoftoppenish.us.
- c. Email subject line must include: Response for Managed Print and Copier Services RFP
- d. Confirmation will be sent via email by the end of the next business day.
- e. No hard copy, phone call, or email to City staff, or late submissions will be accepted.

4.5 RFP Award Notice

- a. Award Notice Date: 07/26/2024
- b. Award notice will be available at this link: <http://cityoftoppenish.us/public-documents/bids-and-proposals/>

4.6 Contract Start

- a. Contract start date: 09/03/2024

4.7 Proposal must include a purchase price and a 60-month lease price options for both hardware and software.

4.8 A successful proposal must be able to deliver and install equipment and software within 60 days of contract award.

4.9 Any variable price or cost components such as cost per print, usage increase or decrease, overage, or per seat licensing must be explained.

4.10 Detail any considerations for growth or reduction in utilization or device count as part of this agreement.

4.11 No automatic renewal or “evergreen” contracts will be accepted. A month-to-month rate available at the end of the contract must be provided.

4.12 List any requirements for canceling all or part of the agreement.

4.13 The total of files attached to the email submittal may be no larger than 40MB.

4.14 No external links to websites or other media included in the submittal will be evaluated.

4.15 If any of the terms or items are not agreeable to your organization, please detail them here.

4.16 The RFP response must be no more than 20 pages of 11-point font. Quotes with pricing details are not included in this total and should appear at the end of the document.