

City of Riverdale

Multifunction printer/copier/scanner/fax REQUEST FOR PROPOSAL

The City of Riverdale is seeking proposals to replace the existing multifunction printer/copier/scanner/faxes in the City. The City's current contact will expire soon.

Project Description

The City is asking copier/multifunction print vendors to present a cost effective solution that provides copier/multifunction printing.

Vendors are asked to examine the requirements found in this Request for Proposal (RFP) and formulate a response that meets the minimum requirements set forth in the RFP. Once minimum requirements have been met, vendors are encouraged to provide options for increasing functionality or reducing cost, without sacrificing reliability.

All proposals shall be clearly identified as "Multifunction copier/Printer/Scanner/Fax RFP" for the City of Riverdale. Two hand-delivered or mailed originals along with one electronic copy should be delivered to City of Riverdale at the following address on or before March 1, 2019 on or before 4:00 PM EST.

City of Riverdale
971 Wilson Rd
Riverdale, GA 30296
Attn: Don Turner

Proposals must include all required supporting documentation, assurances, specifications, etc. **Incomplete proposals, late proposals, emailed or fax proposals will not be accepted.** The City has the right to accept or reject any or all proposals. The City will make its decision based on the selection criteria outlined in the RFP. The City reserves the right to negotiate the final contract with the selected vendor. When in question, the RFP prevails. It is the City's intention to enter into a mutually beneficial contract that supports this RFP, and any other subsequent contracts that are required by the vendor must meet or exceed the terms and the conditions of this RFP.

Instructions to Proposing Vendors

RFP Schedule

RFP is issued February 15, 2019.

A non-mandatory walkthrough will be held February 19, 2019 at 10:00 AM EST.

RFP due date and time is: March 1, 2019 on or before 4:00 PM EST.

RFP Reviews Beginning March 2, 2019

Board Approval March 11, 2019

Vendor Selection Notification March 12, 2019

Request for Proposal Components

On a separate page address each of the following:

1. Vendor Experience - Please describe company's experience in working with customers of this size and the types of projects completed. Include references as described in selection criteria and any other company background/qualifications that apply.
2. Vendor Contact Information - Please list the position, name, address, telephone number and email address of the main company contact for this RFP response.
3. Pricing – Provide costs for both three and four year leases.
4. Equipment – Provide specifications/brochures for all equipment proposed.
5. Maintenance - Describe the Maintenance Agreements proposed by the company. Be sure to include all travel, mileage, and any other item that may impact overall maintenance cost as well as service call response times.
6. Exceptions and Substitutions - Please list here the company's ability to be creative with other options that may be in the best interest of the City as it relates to this plan in the area of pricing and configuration options. Provide details regarding the options available to the base plan that you would like to include. Be sure to include detail for cost of exceptions/substitutions.
7. Implementation Plan - Provide a timeline for implementation including the services provided by vendor, including training, and any costs associated with the implementation.

At the discretion of the City of Riverdale, vendors submitting proposals may be requested to make an oral presentation.

Terms of Contract

All prices remain fixed for term of the contract/lease.

No 'click' charge for scans or outgoing fax.

Pricing includes analyst support to install equipment into the City's network, and set up scanning.

Vendor must pay and prepare for shipment on the return of existing equipment as per current lease agreement to leasing company.

RFP Specifications

The City is currently utilizing the following Konica Minolta copiers/Printers:

<u>Location</u>	<u>Model</u>	<u>Service Plan</u>
Court Room	K454e	Cost per copy
Town Center	C458	Cost per copy
Town Center	K20	Cost per copy
Cashiers Office	K20	Cost per copy
Court Room	K20	Cost per copy
Probation Dept.	K20	Cost per copy
Probation 1	K20	Cost per copy
Probation 2	K20	Cost per copy
City Hall	C654e	Cost per copy
IT	C554e	Cost per copy
Public Works	C554e	Cost per copy
CID	K554e	Cost per copy
Watch Office	K554e	Cost per copy
Finance	K554e	Cost per copy
Squad Room	K554e	Cost per copy
Fire	K554e	Cost per copy
Records	K554e	Cost per copy
Courts	K554e	Cost per copy

Vendor should submit a proposal that includes a comparable replacement for each of these machines.

In addition, the proposal should include the following additional equipment:

- Wide format scanner (Kip 720 or comparable).
- Quality desktop color printer.
- Color Light production Printer with ability to print brochures flyers etc. on card stock up to 11 X17.

All equipment must be newly manufactured or factory produced new. **No used, demo, refurbished or remanufactured products will be accepted.**

- Equipment must have a new machine serial number and designation.
- Equipment must not have any copies produced on it before (excluding basic install testing).

Consumable Supplies

The successful vendor will be responsible for “just-in-time” inventory management of all consumable supplies including end-user replacement components for all output devices defined within this RFP.

- Vendor will supply toner and supplies needed to perform the operations of the machine.
- Paper will be supplied by City.
- Staples will be supplied by City.
- Vendor is responsible for delivery of supplies to point of need.

Supply Expectations

- Toner may not be off brand and must be OEM. No substitutes will be accepted.
- Unlimited toner.
- Consumable supplies must meet original equipment manufacturer’s specifications.
- Consumable supplies must not exceed 0.5% failure rate.
- Vendor assumes all responsibility for hardware performance due to consumable supplies.
- Covers all devices included in RFP.

Selection Criteria

Areas used to judge viability of information include the following:

1. Strength/Capability of the Vendor's Company (Depth of Services, Installations in Like Facilities (size, total of services, etc.), Equipment Engineering, etc.).
2. Price (implementation planning, equipment, labor, installation, follow-up).
3. Implementation Plan and Training Schedule (Viability, Timelines, Staff Availability, etc.).
4. Reliable Service Structure, Equipment Maintenance, Training Services.
5. Ease of use by multiple users.
6. References (at least 3) from customers of same size, needs, and successful implementation of comparable equipment.