

ATTACHMENT A

SCOPE OF WORK

The contractor shall provide to the City all the necessary equipment and services to fulfill its duties and obligations. Duties and obligations include but are not limited to, provision of the following:

- High quality, high performance
- Reliable service, very little downtime
- Easy network printing options
- Quality duplex printing

The City requires six (6) multifunction printer machines to be located at its City Hall building. These six (6) machines will be used by multiple departments including City Clerk's Office, Public Works Department, City Manager's Office, City Attorney's Office, City Treasurer's Office and the Municipal Court Offices. These machines will be used by various personnel including Administration, Crime Investigation, and Records Management. This machine must have encryption.

Minimum Equipment Specifications:

- Copy, Print, Fax—ability to fax from desktop, Scan to email, Scan to network file folders in PDF format.
- Black/White & Color units- 45-55 ppm (min)
- Paper-Feed Units, normal drawer able to hold a ream of copy paper 8"x11" minimum
- Bypass Tray
- Extra-large capacity paper tray (8.5"x 14" and 11"x17")
- Automatic Paper Selection
- Automatic Tray Switching
- Automatic Document Feeder (ADF)
- Reversing Automatic Document Feeder (RADF)
- Automatic duplexing enabled, the ADF must be a RADF unless the ADF is equipped to accomplish duplex scanning (scan both sides of the original in the same pass)
- Automatic Magnification Selection - enlargement and reduction, image shift capabilities
- Automatic Exposure Selection
- ID Card Copy feature
- Collating and stapling
- 2/3 Hole Punch
- Off Set Stacking
- Same Manufacturer - so they operate similarly
- Standard Print Management Capabilities

Service Requirements:

Minimum service response expectations:

- Click charge needs to include: service, repairs, parts, labor, and IT support.
- Response to service requests within 1 hour
- Maintenance/repair calls must be performed within four (4) hours of request for service.
- The maximum allowable downtime for any one piece of equipment is forty-eight (48) hours.
- Vendor assumes all responsibility for hardware performance due to service parts and components.
- Contractor will assume responsibility for disposal of and recycling of all service parts.
- Contractor will supply City with a call completion notification in electronic format.
- A “loaner” machine must be placed in the building for any equipment that cannot be repaired and restored to normal operating service within five (5) days.
- New equipment training within 2 days of install.
- Excluded from the requirements are delays resulting from acts of nature, accidents, or extreme weather conditions.
- The City requires help desk support for all users on all MFP covered by a contract resulting from this RFP. Specifically:
 - Provide a single point of contact for City staff
 - Unlimited phone support on all initial service calls during normal business hours.
 - Unlimited network support during normal business hours, 8:00 A.M. to 4:30 P.M. Monday through Friday, with exception of statutory holidays.
 - Unlimited onsite training

Machine Removal, Delivery, Set-up and Acceptance

All pricing must be inclusive of machine delivery charges to City location. Normal installation is to include initial operating supplies (except paper). A pre-delivery walkthrough of each site and equipment location will be coordinated with the City to ensure access and power requirements are acceptable. An operator’s manual is to be delivered with each machine.

Copies

Billing for copies shall be on-a-monthly basis and billing for the Municipal Court MFP will be separate from the rest of the City’s MFP. All printers shall be under one contract. Prints/copies made during service are not included in the usage charges. The contractor is responsible for all copies made during service.

Supply expectations:

- Consumable supplies must meet original equipment manufacturers specifications.
- Vendor assumes all responsibility for hardware performance due to consumable supplies.
- Covers all network printers included in contract.
- Vendor retains ownership of all consumable inventory.
- The City requires the vendor to be responsible for all toner, fix/repair, maintenance and/or replacement of all output devices included in contract resulting from this contract.
- Hardware must meet specifications and minimum uptime requirements.
- Preventative Maintenance Schedules planned and completed according to manufacturers’ recommended service schedules.

- Exclusive utilization of Original Equipment Manufacturer (OEM) parts and supplies for replacements.

Management and Reporting Requirements

The City requires the following management and reporting processes from the contractor for all multifunction printers that are part of a resulting contract.

- Electronic monitoring of all output devices.
- Maintaining service records to report individual device performance.
- Access to electronic monthly usage reports per device.
- Monthly electronically generated status reports communicating equipment issues to the City's Information Technology Coordinator.
- Ability to measure and manage output at a job, user, or department.
- Managed fleet optimization.
- Additional features available that have been proven to reduce paper and print waste.

Special Terms & Conditions

- Equipment offered must be new, unused, current models.
- The machines shall be delivered, installed and made ready for use by the selected vendor.
- The contractor shall coordinate and provide delivery at no additional fee.
- The contractor shall provide end-user training to city staff at no additional fee.
- Multifunction printer machines will perform to manufacturer's specifications for a minimum of 98% of the time during normal city office hours averaged over a three- month time frame. Any machine that fails to meet this standard shall be replaced with an equal or better model at no cost to the City. If contractor fails to correct the non-performance, the City reserves the right to terminate the contract by giving a five (5) calendar day written notice to the vendor after which no further obligation is due from the City.
- Contractor will provide routine maintenance and repair services for no additional fee.
- Service will be furnished to the City between 8:00 a.m. and 4:30 p.m., Monday through Friday. Only fully trained and qualified technicians shall perform the maintenance on the copiers. Please note once vendor is selected, vendor will need to provide list of technicians for background checks for repair servicing.
- Contractors shall include proposed method of managing service calls including:
 - Method for history of call on each device/logging
 - Level of service specifications
 - Number of trained technicians for each machine type and size of area served
 - Average support call response time
 - Location of local office and support dispatch office
- The City will supply paper for the machines (consumables). Contractor shall be responsible for supplying toner, ink, drums, fusers, staples, and all-inclusive parts for machine to function; this will include the cost in the maintenance price. All parts and supplies must be OEM.
- City monthly costs will be based on machine usage and will be billed in arrears; no minimum number of copies will be specified.

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- Contractor shall bear all costs for labor and parts required to maintain the copy machine in good working order and make all necessary adjustments, replacements, and repairs caused by normal wear and tear.
- The maintenance price will be fixed for the contract term with no price increase. Any proposed increase will make the contract null and void, in which case, vendor will only be paid for products and services throughout the date of termination of contract.
- Proposed prices will include all federal, state, and local taxes as applicable.