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# CITY OF FERNLEY

## City Manager's Office

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Administration  
Human Resources  
Budgeting  
Risk Management  
& Contract

### Request for Proposal Multi-functional Printer Lease Fernley, Nevada

#### I. Introduction and Purpose of Request

The City of Fernley invites proposals from prospective vendors that will provide full-service multifunction printer (MFP) equipment and administer the duties and responsibilities set forth in this Request for Proposals (RFP), in compliance with all applicable laws, regulations, policies and procedures. This contract will be effective August 22, 2018, when the existing Print Services Contract expires. These printers will be located within the City of Fernley, City Hall at 595 Silver Lace Blvd, Fernley, NV 89048. The City of Fernley will require a single vendor to deliver and support the replacement of six (6) printers.

#### The City's objective/goal of this project is:

- Decrease costs while increasing overall productivity by upgrading equipment and capabilities.
- Maintaining consolidated services with one vendor.
- Increase staff productivity and efficiency by reducing paper handling.

Vendors who meet the criteria set forth herein shall submit a proposal that meets all requirements as outlined in this RFP. The City is appreciative of your time and effort in preparing this proposal. Each bidder's response to the RFP shall offer one machine model per volume level, and detail a full-service scenario whereby the vendor provides, installs, maintains and services for the equipment including toner and parts.

#### II. Scope of Service

The selected vendor 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

A list of existing multifunction printers, along with approximate monthly usage can be found in the table below. These machines have scan to network, scan to email, fax, print, copy, color, multiple paper trays, stapler, collate, ability to read and print two-sided documents and 2/3-hole punch.

<b>Make</b>	<b>Model</b>	<b>Average Monthly Print/Copy Volume B/W</b>	<b>Area/Department</b>
Xerox	7855ph	13228	Main
Xerox	7225	5171	Attorney's Office
Xerox	7225	2978	Front
Xerox	7225	4823	City Manager's Office
Xerox	7225	6145	Public Works

Note: These figures should not be construed as a guarantee of future volume. The City is open to recommendations that will best suit the volume of prints/copies and the City's needs.

### **III. Services/Requirements – Multi-function Copier/Printer**

The City intends to reduce its current footprint of prints and copies, moving and consolidating printer/copier volume to the required multifunction printer machines as noted in these requirements. 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.
- Vendor will assume responsibility for disposal of and recycling of all service parts.
- Vendor 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 the exception of statutory holidays.
  - Unlimited onsite training

## **Rate Increases**

No allowance will be made for any rate increase (equipment, supplies, parts, labor) during term of contract. 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.

## **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 vendor 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 RFP.
- 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 RFP.
- 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 selected vendor 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.

## **IV. PROPOSAL REQUIREMENTS – MATERIAL TO SUBMIT**

The City has limited funding allotted for the completion of this project. Vendors are encouraged to be creative for the most cost-effective solution. All costs incurred in the preparation and presentation on this proposal is the vendor's responsibility. Proposals shall consist of one (1) signed original and four (4) copies, submitted in a sealed envelope plainly marked "SEALED BID FOR MULTIFUNCTION PRINTER LEASE." All Proposals should contain the following:

- A Table of Contents, indicating the page where each section begins.
- Proposals should not be more than 15 pages in length.

- Cover sheet- with name of company and contacts listed. Brief description of company history, ownership information, the year the company was established; the former name(s) of the company, if applicable; and the state in which the company is incorporated, if applicable.
- Vendors Qualifications: Description of experience and qualifications of the staff members who will be performing the installs. This information will allow analysis of the proposed individual's qualifications and must include number of years with company, major projects worked on or completed within last 3 years.
- Experience in public sector within Nevada.
- Vendors' total number of employees.
- Vendors' total number of clients in Nevada.
- Three recent public-sector references, with contact information that City can contact for information about respondent's performance within the past 12 months.
- A written plan that clearly identifies the equipment and services proposed and a detailed description of how the respondent proposes to implement the plan, this should include training for employees. This should include a timeline and any explanation of what work, if any, City employees will need to be responsible for.

**V. Requested Responses**

**Proposal Due Date:** May 31, 2018 by 4:00 p.m. local time.

**RFP Title:** Multifunction Printer

**Issuing Department:** City of Fernley  
 City Manager's Office  
 595 Silver Lace Blvd.  
 Fernley, NV 89408

**Contact:** Daphne Hooper  
 (775) 784-9864  
 dhooper@cityoffernley.org

**Withdrawal of Proposal:** Vendors may withdraw a proposal at any time during and after the review and award process, up to approval by the City Council of an Agreement between the City and the designated vendor.

**Withdrawal of Request for Proposal:** The City retains, at all times, the right to cancel or withdraw this RFP, and to refuse to accept a proposal from any vendor for any reason within the City's discretion.

**VI. Evaluation and Selection Process**

**RESPONDENT QUALIFICATIONS**

The City will only consider proposals from vendors that:

- Have demonstrated a proven track record of successfully and reliably providing similar services to public and private entities.
- Currently are not involved in any adverse claims, disputes or lawsuits of any kind against the City.
- Are not delinquent in any financial obligations of any kind within the City.
- Have demonstrated substantial compliance with this request.

## **EVALUATION CRITERIA**

A review team will evaluate the proposals. The relative importance of each factor is a management judgment, in the sole discretion of the City. A proposal will be evaluated on the following criteria, including but not limited to:

- Meets technical specifications
- Total cost is within city budget
- Relevant qualifications/experiences for similar sized municipalizes/clients and qualifications of assigned staff.
- Feedback from references
- Proposed plan for project

## **RESPONSIVENESS OF PROPOSALS**

The City shall only consider those proposals that conform to the material requirement of the City's request and that are submitted in the proposal format set forth herein. A proposal will be considered as conforming and responsive if it substantially addresses and promises to meet the requirements contained in this request or any future reasonable requests made over the course of the selection process. The City reserves the right to accept or reject any proposal that in its sole discretion does not conform to the terms and conditions as outlined herein.

## **SELECTION**

The Selection Committee may be comprised of the following:

1. City Manager
2. Information Technology Coordinator
3. A representative of the City Attorney's office
4. A representative of the City Clerk's office
5. (4) Daily users of the equipment.

## **PUBLIC INFORMATION NOTICE**

All proposals submitted to the City will be kept in confidence by the Selection Committee and shall be used solely for the purpose of evaluating the proposal for a possible award. The City retains the right to provide copies provided by Vendors to its staff, legal, technical and financial advisors and representatives. Please note that: all information submitted for review may be subject to the Nevada Open Records Law and may be made available upon request by the public.

Vendors should take care not to provide any confidential information, trade secrets or intellectual property that could be disclosed to the public should an open records request be received by the city.

## **VII. Special Terms & Conditions**

- Equipment offered must be new, unused, current models.
- Vendors may be required to provide demonstrations of proposed machines prior to selection of award.
- The machines shall be delivered, installed and made ready for use by the selected vendor.
- The vendor shall coordinate and provide delivery at no additional fee.
- The vendor 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 vendor 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.
- Vendor 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.
- Vendors 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). Vendor 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.
- Proposals must include prices for copy machine purchase and for maintenance (service and supply) cost per copy page.
- City monthly costs will be based on machine usage and will be billed in arrears; no minimum number of copies will be specified.
- Vendor 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.
- All proposals must contain descriptive literature on the proposed multifunction device(s). At least one technical sheet must be provided for each machine model, accessory or option.

Manufacturer specifications must specify certified monthly volumes for each machine. Other descriptive literature or reports, including award certificates from an independent testing agency, will be accepted in addition to required literature.

### **Contract Period**

The Contract Period shall begin August 22, 2018 and continue until June 30, 2020.

### **Independent Contractor's Status**

Vendor shall at-all-times during the term of the contract perform the services described as an independent contractor, and as such, is not an employee of the City for any purpose whatsoever, to include coverage under the Nevada Worker's Compensation Statute or other benefits as afforded to city employees.

### **APPLICABLE LAW**

The contract shall be governed by the laws of the State of Nevada and venue for any action concerning the agreement shall be in Lyon County, Nevada. The Vendor shall at all times comply with all federal, state and local laws, ordinances and regulations in effect during the period of this contract.

### **DISPUTE RESOLUTION**

Should disputes arise between parties, during the course of this contract, the parties shall make a good faith attempt to resolve disputes through dialogue and negotiation. If such efforts fail to resolve the differences, prior to the commencement of legal action, the parties will attempt to resolve the issues through mediation conducted in Lyon County, State of Nevada, by a Nevada mediator chosen by Agreement of the parties. The parties shall share equally in all costs associated with mediation.

### **CANCELLATION; TERMINATION**

1. The City reserves the right to cancel the contract in whole or in part, without penalty, due to non-appropriation of funds or for failure of the vendor to comply with the terms or conditions of the contract.
2. The City may terminate this contract for any reason at any time upon not less than 10 calendar days' written notice to the vendor.
3. In the event of termination, the City shall pay the vendor for that portion of the work satisfactorily performed prior to the date of termination.
4. Upon cancellation or termination herein, the vendor shall promptly discontinue all work.