



Request for Proposal – Issued 06/06/2018
SHOREWOOD PUBLIC LIBRARY MULTIFUNCTION
COPIER/SCANNER/PRINTER AND MANAGED PRINT SERVICES

Proposal Requested

Shorewood Public Library invites proposals from prospective vendors that will provide full-service copy/scanner/print equipment and managed print services and administer the duties and responsibilities set forth in this Request for Proposals (“RFP”), in compliance with all applicable laws, regulations, policies and procedures.

These copiers will be located within public and non-public areas of the library. The Shorewood Public Library will require a single vendor to deliver and support the replacement of two multifunction copiers and provide maintenance for two additional desktop printers located within the library.

Shorewood Public Library’s objectives for this project are:

- Decrease costs while increasing overall productivity by upgrading equipment and capabilities.
- Maintain 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 Shorewood Public Library is appreciative of your time and effort in preparing this proposal.

Each bidder’s response to the RFP shall offer a full-service scenario whereby the vendor provides, installs, maintains and services the equipment including toner and parts.

Scope

The selected vendor shall provide to the Shorewood Public Library 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
- Cash payment solution for public copier

Project Background

Shorewood Public Library currently has a sixty-three month contract with James Imaging Systems for one public copier/scanner/printer, which ends in October 2018. The current Multifunctional Printer is a Toshiba ES 2540C with tower that accepts coins and \$1 and \$5 bills. Library staff currently maintain three additional desktop printers.

Service Requirements – Multifunctional Printers (MFP)

The Shorewood Public Library intends to lease two new multifunction copier/scanner/printer machines (MFP), and obtain **Managed Print Services** for two additional desktop printers. The four (4) machines will be serviced under a single maintenance agreement.

Minimum Equipment Specifications for Public Use MFP – Unit 1

One (1) Multifunction Printer to be located in a public area within the library. This unit must also provide for a cash payment solution for public use. At minimum, this MFP must have the following features:

- Full color, copy, print, and scan functions
- Scan functions including saving to flash drive and outgoing email
- Intuitive/easy to use scan function including accessible keyboard
- Duplexing single pass feeder (scans both sides of document in a single pass)
- Flexible paper handling, including letter and legal sizes
- Bypass tray
- Enlargement and reduction
- Energy efficient model
- Same manufacturer as Unit 2

This MFP must accept coins and \$1 and \$5 bills with ability to override payment requirement for staff use. Vendor will also provide a second solution for MFP that accepts stable, secure, and reliable credit card payments.

Minimum Equipment Specifications for Non-Public Use area MFP – Unit 2

The Shorewood Public Library requires one (1) Multifunction Printer to be located in a non-public area of the library. This unit will be used by staff only and provide support for marketing efforts and administrative tasks. At minimum, this MFP must have the following features:

- Full color, copy, print, email, and network scan functions
- Fully customizable, smart touchscreen display
- Advanced scan functions including Optical Character Recognition and multiple file formats
- Duplexing single pass feeder (scans both sides of document in a single pass)
- Flexible paper handling, including letter, legal, and ledger sizes
- Bypass tray
- PCL 6 and Adobe PostScript Level 3
- Print release
- Energy efficient model
- Same manufacturer as Unit 1

The solution should have the option to provide a naming convention, determined by the Library, based on type of document.

Service Requirements:

The performance of these new units is of utmost importance to the Library. Selected vendor must demonstrate capacity to service MFPs in a timely and professional manner. Minimum service requirements include:

- 4-hour response time, dedicated factory trained service technician
- Local parts runners
- Click charge needs to include: service, repairs, parts, labor, toner/ink, drum, and developer
- New equipment training, same day of install
- Unlimited onsite training

Delivery and Setup:

All pricing must be inclusive of machine delivery charges to Shorewood Public Library. A pre-delivery walkthrough of each site and equipment location will be coordinated with the Library to ensure access and power requirements are acceptable. An operator's manual is to be delivered with each machine.

Network Integration:

At minimum, successful vendor shall provide complete network integration of new printers, as needed for operational needs by Library staff and general public. MFPs shall be integrated into the existing library network. At minimum, a full and complete integration shall include the following:

- Hard wired ethernet connection for both units
- Network integration following Milwaukee County Federated Library System IT administrator protocols
- PCL6 & PostScript print control languages standard
- Print drivers installed for Windows operating system computers
- Scan to email for Unit 1
- Scan to email and network file folder for Unit 2
- Scan directly to USB flash drive from front panel of device
- Automated meter count reporting to vendor and Library Director
- Remote front panel control capability for Network Administrator

Service /Requirements – Managed Print Services (Desktop printers)

The Shorewood Public Library requires a single Maintenance Agreement for four (4) printers. The Maintenance Agreement shall cover all operating costs with the exception of paper. Under the terms of said Maintenance Agreement, all service parts, labor, unlimited toner, developers, drums, fuser rollers, and preventive maintenance calls shall be covered, at no additional costs.

The solution shall be priced on a usage scale, with no minimum print charges. Billing for copies shall be on a monthly basis, with all MFPs and printers under one contract.

Supply expectations:

- Consumable supplies must meet original equipment manufacturers specifications
- Vendor assumes all responsibility for hardware performance due to consumable supplies
- Vendor should have commitment to recycle used consumables

- Covers printers included in RFP
- Vendor retains ownership of all consumable inventory
- The Library 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
- Preventative Maintenance Schedule planned and completed according to manufacturers' recommended service schedule

Minimum service response expectations:

- Response to service requests within one 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 48 hours
- Vendor assumes all responsibility for hardware performance due to service parts and components
- Excluded from the requirements are delays resulting from acts of nature, accidents, or extreme weather conditions
- The Library requires end-user help desk support for all users on all printers covered by a contract resulting from this RFP. Specifically:
 - Provide a single point of contact for Library staff
 - Unlimited phone support on all initial service calls during normal business hours.
 - Remote 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 customer training

Terms and 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 provide end-user training to Library staff at no additional fee.
- Multifunction Printers will perform to manufacturer's specifications for a minimum of 98% of the time during normal library 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 Library.
- Vendor shall provide routine maintenance and repair services for no additional fee.
- Only fully trained and qualified technicians shall perform the maintenance on the copiers.
- 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 Library will supply paper for the machines (consumables). Vendor shall be responsible for supplying toner, drum, fusers, and all parts for machine to function; this will include the cost in the maintenance price.

- Proposals must include prices for maintenance (service and supply) cost per copy page.
- **No minimum number of copies shall 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.
- Proposed prices will include all federal, state, and local taxes as applicable.
- All proposals must contain descriptive literature on the proposed Multifunction Printers. 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 be for a minimum of five (5) years and three months. Additional one-year contract extension periods shall be exercised at the sole discretion of the Shorewood Public Library.

Independent Contractor 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 Library for any purpose whatsoever, to include coverage under the Wisconsin Worker’s Compensation Statute or other benefits as afforded to Library employees.

Applicable Law

The contract shall be governed by the laws of the State of Wisconsin and venue for any action concerning the agreement shall be in Milwaukee County, Wisconsin. 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.

SELECTION AND EVALUATION

Respondent Qualifications

The Shorewood Public Library 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 Library.
- Have demonstrated substantial compliance with this request.

Responsiveness of Proposals

The Library shall only consider those proposals that conform to the material requirement of the Library’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 Library 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.

Public Information Notice

Please note that: All information submitted for review may be subject to the Wisconsin 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 Library.

Selection Criteria

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

- Meets technical specifications
- Total cost is within Library budget
- Relevant qualifications/experiences for similar sized municipalities/clients, and qualifications of assigned staff
- Feedback from references
- Proposed plan for project
- Timeframe of project

INSTRUCTIONS TO VENDORS

Proposal Requirements

The Shorewood Public Library 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 of this proposal is the vendor's responsibility.

Response to this solicitation should include:

1. Unit description and individualized (per unit) costs
2. Maintenance, servicing costs and service level details including details such as response times, number of technicians serving the area and problem reporting methodologies
3. Costing/financing options
4. Detailed and itemized pricing to include:
 - a. Monthly lease payment details with both cash payment solutions for public MFP
 - b. Per copy charge
 - c. Lease buyout charge
5. Three recent public sector references, with contact information, that the Library can contact for information about respondent's performance within the past 12 months.

RFP Timeline

Date	Event
June 6	Proposal released to vendors
Wednesday, June 13, 2018 8:30-9:30 AM	Pre-submission walkthrough and / or questions
June 20	Submission Date
June 27	Vendor selection
TBD	New Equipment Delivery Date and Removal of Existing Equipment

The above schedule for review by the Library is subject to change. The Library does not anticipate the need to conduct interviews for this RFP process; however, should staff determine there is a need, vendors will be notified. The Library will not be legally obligated to adhere to the dates for recommendations and award.

A pre-submission walk-through will be available on June 13 from 8:30 to 9:30 a.m. at Shorewood Public Library, 3920 N. Murray Avenue, to allow the opportunity to clarify any specifications included in the RFP. Questions regarding the RFP should be sent via email or reserved for the scheduled walkthrough. During the walkthrough, vendors will be able to measure the space dimensions to ensure proposed equipment will fit.

Submittal Instructions

Proposals will be accepted on or before the deadline identified above. Proposals received after that date and time will be rejected.

1. Please provide (1) digital copy of the proposal via email only to:

Angela Andre
Administrative Assistant
Email: angela.andre@mcfls.org

Identify proposal name in subject line of the email: **Shorewood Public Library
MULTIFUNCTION COPIER/SCANNER/PRINTER AND MANAGED PRINT SERVICES**

2. Questions regarding this RFP should only be directed to staff members identified in this RFP via email. Contact with other staff members is grounds for disqualification.

Amendments

Amendment of proposals may be done as follows:

By Library: Proposals may be amended by the Library in response to need for further clarification, specifications and/or requirements changes, new opening date, etc. Copies of the amendment will be emailed to prospective vendors.

By Vendor: Proposals may only be amended after receipt by the Library by submitting a later dated proposal that specifically states that it is amending an earlier proposal. No proposal may be amended after the submission date unless requested by the Library.

Proposals may be withdrawn only in total, and only by a written request to the Library prior to the time and date scheduled for opening of proposals.

Contract Administration

Questions regarding the RFP should be sent via email or in person at designated walk-through on June 13, 2018 at 8:30 a.m. The primary contact for contract administration of this proposal:

Angela Andre, Administrative Assistant
Email: angela.andre@mcfls.org

In the absence of the primary contact, the secondary contact for contract administration is:

Rachel Collins, Library Director
Email: rachel.collins@mcfls.org 414-847-2676

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