Town of Siler City Request for Proposal for Multifunctional Copiers / Printers Equipment and Service

The Town of Siler City is seeking experienced vendors to provide multi-function digital copiers/printers and related maintenance and support services for up to five (5) years.

Please submit (1) copy of your proposal in a sealed envelope to the contact person shown below no later than 2pm on Thursday, April 4, 2019. Electronically transmitted proposals will be accepted. Proposals not received by the specified time noted will be rejected.

All proposals submitted shall become the property of the Town of Siler City.

All Responses to the Request for Proposal shall be submitted to:
Town of Siler City
Jenifer Johnson
Town Clerk
PO Box 769
311 N Second Avenue
Siler City, NC 27344

Questions and electronic responses may be submitted via email to jjohnson@silercity.org. No questions or inquiries should be directed to any individual(s) at the locations detailed in this document. All inquiries should be submitted in writing per the process described in this document. Attempts to contact any Town employee other than the designated contact for this RFP may be cause for rejection of a submitted bid.

INTRODUCTION
The Town of Siler City is seeking Proposals from established Vendors who have been in the business of multi-function digital copiers/printers for up to (5) years, and who sell, lease, maintain and support the specified copiers/printers in each location.

The purpose of the document is to provide information to submit a proposal. It is not the intent to limit the Vendor to a specific copier/printer solution.

Pre-Proposal Conference: A Pre-Proposal Bid conference will be on Monday, March 18, 2019 at 10am, at City Hall in the courtroom: 311 N Second Avenue, Siler City, NC 27344. Attendance at the Pre-Proposal conference is not mandatory, but encouraged. There will only be one pre-bid proposal conference held.

Questions/Addenda: Questions arising regarding the proposal or requesting clarification of the RFP must be submitted by email to Town Clerk Jenifer Johnson: jjohnson@silercity.org prior to 3pm on Monday, March 25, 2019.
Currently seeking the following devices or equivalent:

<table>
<thead>
<tr>
<th>Department Name</th>
<th>MO</th>
<th>FIN</th>
<th>PLAN</th>
<th>PD1</th>
<th>P&amp;R</th>
<th>HR</th>
<th>WWTP</th>
<th>FD1</th>
<th>PW</th>
<th>GR</th>
<th>FD2</th>
<th>PD2</th>
<th>WTP</th>
<th>LPA</th>
<th>CT</th>
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<tr>
<td>Average Monthly B/W Use</td>
<td>7,000</td>
<td>7,000</td>
<td>3,200</td>
<td>7,000</td>
<td>3,000</td>
<td>2,000</td>
<td>500</td>
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<td>2,000</td>
<td>500</td>
<td>500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Monthly Color Use</td>
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<td>250</td>
<td>1,500</td>
<td>250</td>
<td>500</td>
<td>250</td>
<td>250</td>
<td>100</td>
<td></td>
<td></td>
<td></td>
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</table>

**Paper Sizes**
- 8.5 x 11 Letter: X X X X X X X X X X X X X X X X X X
- 8.5 x 11 R (feeds with long edge): X X X X X X X X X X
- 8.5 x 14 Legal: X X X X X X X X X X X X
- 11 x 17 Oversized: X X X X X X X X

**Paper Types**
- Transparencies: X X X X X X X X X X X X X X X X X X
- Letterhead: X X X X X X X X X X X X
- Colored paper stock: X X X X X X X X X X X X
- Gummed labels: X X X X X X X X X X X X
- Card stock: X X X X X X X X
- Envelopes: X X X X X X X X

**Features**
- Double Sided: X X X X X X X X X X X X X X X X X X
- 3 Hole Punch: X X X X X X
- Stapling: X X X X X X
- Binding: X
- Photographs: X X X X X X X
- 2 Paper Trays: X X X X X X X
- Large Capacity Paper Tray: X X X X
- Color Printing: X X X X X X X X
- Network Scanning: X X X X X X X X X X X X
- Reduction/Enlargement: X X X X X X X X X X X X

**RESPONSES:**
Responses to the RFP must contain the following information by the vendor:

**A. General and Technical Requirements for Digital Copiers/Printers**
All digital copiers/printers shall be newly manufactured with no used or refurbished parts and include the capability for scanning, faxing and emailing. Each location’s business needs will determine the final equipment configuration of each copier/printer. The OEM shall provide specification sheets listing all accessories, features, functions and technical requirements of each model copier/printer.
Unless otherwise specified all digital copiers/printers shall meet the following requirements:

1. All digital copiers/printers shall be capable of producing double-sided prints/copiers.
2. All copiers/printers rated at a speed of 50 prints per minute (PPM) or faster are required to have the capability of printing on stock ranging from 16 lb. bond to 110 lb. index, on sizes letter (8 ½ x 11”), legal (8 ½ x 14”) and 11x17”.
3. All digital copiers/printers shall have PIN codes and /or mailbox secured access for users.
4. All digital copiers/printers shall have the ability for a network connection using Ethernet TCP/IP protocol.
5. All digital copiers/printers shall be capable of enlarging documents.
6. All digital copiers/printers shall be capable of reducing documents.
7. All digital copiers/printers shall be capable of scanning.
8. Certain digital copiers/printers shall be capable of stapling.
9. Certain digital copiers/printers shall be capable of hole punching.
10. Certain digital copiers/printers shall be capable of binding.
11. Certain digital copiers/printers shall hold four (4) paper trays.
12. Certain digital copiers/printers shall be capable of color.

B. OEM Service Entity (Authorized Dealers)
If OEM will not be the direct servicing entity, the OEM must provide a statement of support to commit all necessary products, services and resources to the designated authorized dealer(s) in order to fulfill the terms and conditions of the contract.

C. Requirements for Maintenance Support
1. Vendor shall provide parts and labor warranty for term of the contract.
2. The vendor shall bear all material and labor costs for repair of equipment and defect and failure accruing within the warranty period.
3. If a copier/printer does not perform to the manufacturer’s specifications during the warranty period, the OEM shall replace the unit(s) with a new copier/printer of the same model or equivalent.
4. The maintenance/service agreement shall commence upon execution of contract.
5. Vendor shall provide telephone support number for placing service calls or online ticket system, which will be available Monday through Friday, 8:00 AM to 5:00 PM, excluding legal holidays.
6. Poor performing and/or problematic copier/printer units will be replaced with new similar copier/printer repaired to the manufacturer’s specifications and/or repaired to the Town’s satisfaction.
7. Initial training of all Town of Siler City personnel (40) shall be conducted upon copier/printer installation at no cost to the organization.

D. Network Technical Requirements
1. The networked digital copiers/printers will be connected to the organization’s network.
2. The vendor shall specify all electrical requirements, including the necessity for special electrical receptacles, dedicated lines, etc. Each device shall meet the OEM’s recommendations for electrical surge protection.

E. Pricing Requirements
1. Vendors shall provide a lease price on the copier/printer equipment. The lease price shall be based on a 60 month term. The monthly equipment lease payment shall be structured as a base equipment lease payment per digital copier/printer including an annual maintenance agreement. Must also include rates per Black and White or Color impressions. A master equipment and a master maintenance agreement may be developed at contract execution.
2. The Town of Siler City will contract with a separate contractor to install electrical and/or data. It is the responsibility of the vendor to provide all specifications for the hard wiring.
3. Each vendor shall outline a method to examine volumes for each copier/printer to verify the proper equipment is in place and is properly utilized. Vendors must outline a method to replace under or over –utilized equipment with a digital copier/printer of lesser/greater speed and/or capacity. This must be accomplished without extending the equipment lease and/or maintenance agreement beyond the original term.
4. Vendor shall provide buyout options on current copier leases:
   a. 10 machines – Lease agreement expires 5/20/2019
   b. 1 machine – Lease agreement expires 7/19/2022
   c. 1 machine – Lease agreement expires 1/31/2024

F. Term
The award will be based on lease price for 60 months. Lease will contain the option to extend on a month to month basis. This option can be cancelled by the Town of Siler City upon 30 days written notice. The equipment lease and maintenance will remain in effect during the month-to-month extension period.

Town of Siler City Locations

<table>
<thead>
<tr>
<th>Department Name</th>
<th>Building Name</th>
<th>Address</th>
<th>Floor</th>
<th>Room</th>
<th>Elevator Available</th>
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QUESTIONNAIRE FOR VENDORS
All vendors must complete this questionnaire in full so as to assist the organization in reviewing all proposals in accordance with the criteria. Failure to completely answer all questions in a thorough, accurate manner may lead to the rejection of the proposal.

1. Have you ever done the same or similar work for other organizations?
   a. Where and when the work was performed:

2. Provide two (2) local government references of work that you have successfully completed?

3. How long has your company been in business? What experience or qualifications does it possess?

4. Where are your offices located?