Town of Derry, New Hampshire

REQUEST FOR PROPOSAL

<u>Photocopiers & Printers</u>

ACCEPTANCE DEADLINE: September 9, 2016

ACCEPTANCE PLACE: 14 Manning St, Derry NH 03038

SEALED ENVELOPES MUST BE MARKED:

<u>Photocopiers & Printers</u>
Attention: Doug Rathburn
14 Manning St.
Derry, NH 03038

BID OPENING:

September 9, 2016 at 1pm
Derry Municipal Center
14 Manning St.
Room 207
Derry, NH 03038

RFP COORDINATOR(S):

Doug Rathburn
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Introduction:

The Town of Derry operates under a July 1 to June 30 Fiscal Year and is scheduled to replace its fleet of photocopiers and consolidate printers as part of the Fiscal Year 2018 (July 1, 2017) capital improvement plan. Figures received from this RFP call will be included in the Fiscal Year 2018 budget to be voted on by the Town Council in May 2017. Until that time this project remains unfunded. The Town has evaluated all MFPs, Inkjet, and laser printers currently in inventory and has developed a plan for replacement and elimination of devices. As part of this replacement the Town is also seeking quotes for service and supply contracts for all photocopiers and laser jet printers.

Instructions & Information to Bidders:

The proposal must be signed in ink by an authorized signer, or by an agent of the responder legally qualified and acceptable to the successful bidder, and contain the printed names, titles, and business and post office address of both parties, if applicable.

A responder will be permitted to withdraw their proposal unopened after it has been deposited if such request is received in writing prior to the time specified for opening of the proposals.

The bid will be awarded to the most responsive, performing, low bidder unless supporting information presented recommends another bid.

The Town of Derry reserves the right to reject any of all proposals, to waive technical or legal deficiencies, and to accept any proposal that it deems to be in the best interest of the Town.

Presentation/Training/Service:

- The vendor shall provide on-site training to staff in the use of the equipment. All costs associated with this training shall be included in the total proposal price. The length of such training shall be what is reasonably required to train users of the equipment and shall be documented.
- A vendor shall confirm in writing that Parts & Labor will be available for the quoted system for no less than a five (5) year period from the estimated date of purchase.

The vendor shall provide all licensing, software, service and parts manuals required to service the equipment.

Product History and Vendor Reputation:

Responders must be manufacturer authorized and certified (where applicable) to sell and service all equipment and software.

At the discretion of the Town of Derry, vendors submitting bids may be asked to present an onsite demo of the proposed products to staff before the final decision of awarding the bid is made.

Please include 5 local reference accounts for whom you are currently providing similar services to. Accounts need to be municipalities with similar size and scope of work. Include a contact name and phone number. These references must have similar services and total solution.

Financial Considerations:

- All applicable taxes shall be indicated in the proposal.
- The cost for delivery, installation, initial set-up and programming shall be included in the proposal price.
  - None of the facilities are equipped with loading docks.
- The cost or trade value of any existing equipment shall be included in the proposal price.
- The cost for training shall be included in the proposal. This includes any travel, meals and accommodations.
- The vendor must supply the total funded amount as well as leasing options of 3 and 5 years with annual payments. Leasing options should be structured with a $1 buyout. The Town of Derry may own all machines at the conclusion of the lease due to the funding source being used.
- Vendor must supply amortization schedules with the name of the financing institution.
- The Town of Derry reserves the right to seek leasing proposals from third parties.
- While the Town of Derry may choose to notify the successful bidder of the award earlier than FY2018 no order will be placed until after July 1, 2017 when a purchase order will be issued committing funds and authorizing the vendor to proceed with order and delivery.

Proposal Acceptance:

- The proposals shall be opened at the Derry Municipal Center on the date and time as indicated on the cover page of this RFP.
- Any proposal may be accepted in whole or in part. The lowest proposal may not necessarily be accepted and the Town of Derry reserves the right to cancel the RFP call. The Town of Derry shall not be held responsible or liable for the payment of any costs that are incurred by the bidder preparing a proposal in response to this RFP.
- The award of the bid will be based on the vendors ability to perform the work requested, experience in installing the proposed products, and price.

Delivery:

Equipment is to be delivered to the facility in which it is intended to be used or as specified below. There will be seven delivery addresses within the Town of Derry, NH 03038

The vendor shall notify the Town of Derry at least 24 hours prior to delivery. The Town will make available a single point of contact to travel to each facility to verify the equipment for each facility is correct and check for any damage.

None of the facilities are equipped with loading docks. If equipment does not arrive on the appropriate vehicle for delivery the Town of Derry will refuse delivery and the vendor shall assume all costs for the initial delivery and subsequent deliveries.

Removal:

At the conclusion of the installation process the vendor shall remove all devices listed on the attached sheet. Any cost or trade value shall be listed in the proposal.

Specifications for New Equipment:

The Town of Derry has evaluated the needs of each department and has determined that in addition to the standard options required on all machines there are four configurations of photocopiers needed throughout the town. All photocopiers must be of the same brand and platform. Graphical user interfaces on display panels should be the same across all machines.

Standard Features

- B&W and Color
- Color Matching
- Touch Screen Display
- Remote access to Display Panel UI for training and troubleshooting
- Physical Keyboard
- USB Printing
- IPsec Security
- Single Line Fax
- Hardcopy Security Print
- Embedded OCR
- Advanced Scanning providing output to Searchable PDF-Multi/Single Page, Encrypted Searchable PDF-Multi/Single Page, Word, Excel, PowerPoint, JPEG, TIFF-Multi/Single Page. Up to 600 dpi.
  (This must be provided without the use of client software)
- 4GB Memory (or Larger)
- 320GB (or Larger) Self-Encrypting Hard Drive FIPS 140-2 Validated
- Power Source: 120 Volts, 50/60Hz, 12 Amps
- Max. Original Size: LD (or Larger)
- Duplex: Minimum Standard Automatic Duplex Unit 16lb bond-90lb index
- Reproduction Ratio: 25% to 400%
- 3-Hole Punch
- Job Separator
- Staple

Configuration 1
QTY: 9
- **(3)   Derry Municipal Center (IT, Cable, EOC)**
- **(4)   1 to each of 4 Fire Stations**
- **(1)   Police Department (Dispatch)**
- **(1)   Derry Fire Station 1 (Dispatch)**
- Standard Features listed above.
- PPM: 25
- First Copy Out: Color <10s   Monochrome <8s
- Copy Resolution: up to 600x600 dpi minimum
- Original Feed: 100-Sheet RADF
- Platen Cover
- Max Duty Cycle: 67K Month minimum
- 50 Sheet Inner Finisher
- Single 550 sheet user adjustable paper tray

Configuration 2
QTY: 2
- **(1)   Derry Municipal Center (Human Services)**
- **(1)   Police Department (Executive Offices)**
- Standard Features listed above.
- PPM: 25
- First Copy Out: Color <10s   Monochrome <8s
- Copy Resolution: up to 600x600 dpi minimum
- Original Feed: 100-Sheet RADF
- Platen Cover
- Max Duty Cycle: 67K Month minimum
- 50 Sheet Inner Finisher
- Feed Pedestal
- Up to three 550 sheet user adjustable paper trays
- Envelope Drawer (as one of the three).
  Not a paper drawer compatible with printing envelopes.
- Large Capacity Feeder 2000 sheet

Configuration 3
QTY: 3
       (2)   Derry Municipal Center (Executive, Public Works)
       (1)   Parks and Recreation

- Standard Features listed above.
- PPM: 50
- First Copy Out: Color <6s   Monochrome <5s
- Copy Resolution: up to 600x600 dpi minimum
- Original Feed: 300-Sheet DSDF
- Platen Cover
- Max Duty Cycle: 105K Month minimum Color, 210K Monocrome
- 50 Sheet Saddle-Stitch Finisher
- Up to three 550 sheet user adjustable paper trays
- Envelope Drawer (as one of the three).
  Not a paper drawer compatible with printing envelopes.
- Large Capacity Feeder 2000 sheet

Configuration 4
QTY: 4
       (2)   Derry Municipal Center (Finance, Tax)
       (2)   Police Department (Records, Prosecution)

- Standard Features listed above.
- PPM: 50
- First Copy Out: Color <6s   Monochrome <5s
- Copy Resolution: up to 600x600 dpi minimum
- Original Feed: 300-Sheet DSDF
- Platen Cover
- Max Duty Cycle: 105K Month minimum Color, 210K Monocrome
- Finisher
- Up to three Paper Drawer Modules
- Envelope Drawer (as one of the three).
  Not a paper drawer compatible with printing envelopes.
- Large Capacity Feeder 2000 sheet

Small Office Multi-Function (Deliver to Derry Municipal Center)
QTY: 4
       (1)   Highway Garage
       (1)   Vehicle Maintenance
       (1)   Transfer Station
       (1)   Animal Control

- HP LaserJet Enterprise MFP M577f

Small Office Printer (Deliver to Derry Municipal Center)
QTY: 1
    (1)   Police Booking Room

- HP LaserJet P1606dn

Service:

In addition to the proposal for new equipment a quote total inclusive cost including parts, time labor and all supplies but paper and staples shall be included.

Vendors should also include an informational cost for staples.

This quote and subsequent invoicing shall be separate from the lease purchase of the new equipment.

Service Requirements:
- Local named technician assigned to our account.
- Onsite response time of an average of less than 4 hours.
- Uptime objective of at least 97.5% or better including connectivity portions.
- Replacement program for machines with excessive downtime.
  (any with <97.5% uptime based on a 40 hour work week)
- Replacement parts and consumables must be OEM.
- Parts inventory maintained by vendor for immediate replacement.
- All service will be performed in compliance with maintenance and upgrade recommendations.
- Support our IT department in connecting all models for networking.
- End user authentication including integration with Active Directory.
- Group-based access control to the device and color copying.
- Monitoring and control of photocopying.
- Allocation of copying to accounts/departments/cost-centers/projects.
- Releasing jobs from a hold/release queue.
- Follow Me Print Release.
- All usage reported centrally.
- Reporting by device.
- Reporting by user.
- Reporting by date and time.
- Reporting by environmental impact.
- Print Policy Enforcement with Rules based printing
- Environmental reporting (Derry Go Green Initiative)

Service Equipment:

SEE ATTACHED EQUIPMENT LIST.

If vendors are not able to supply parts or service for equipment listed the proposal may contain recommendations for new replacement units.

Service Invoicing:
- Quarterly Invoicing for actual usage.
  - July – Sept, Oct – Dec, Jan – Mar, Apr – Jun.
  - Invoices should be submitted to the Town of Derry no later than 15 days into the month following the end of the quarterly billing cycle.
  - Invoices shall be NET 30
- Mutually agreed upon format to reflect location, model, past reading, current reading, cost center, current cost per copy charge.
- One point of contact for questions and problem resolution.

Estimated Usage:
The Town estimates annual volume based on past volume reports for Copiers
> 835,000 Black and White Prints
> 57,000 Color Prints

The Town estimates annual volume on printers
> 100,000 Black and White Prints
> 12,000 Color Prints

At the request of the Town of Derry the vendor shall review the usage and allotments every 90 days and make adjustments to the contract.

Monitoring:

The Town of Derry will agree to install software for the purpose of monitoring equipment health status as well as meter reading for equipment on the municipal network.

SERVICE AND SUPPLY					
Facility	**Department/Area**		**Model**	**Type**	**Connection**
Derry Municipal Center	Public Works	Code Enforcement	HP 4350dn	B&W	Network*
Derry Municipal Center	Tax	Deputy Cube	HP M401n	B&W	Network*
Derry Police Department	Police Garage	Office	HP M475dw	Color	Network*
Waste Water Treatment Plan	WWTP	Scada Room	HP M475dw	Color	Network
Derry Municipal Center	Assessing	Counter	HP M603	B&W	Network
Derry Municipal Center	Finance	Finance Copy Room	HP M605	B&W	Network
Derry Municipal Center	Tax	Window 1&2	HP P1606dn	B&W	Network
Derry Municipal Center	Tax	Window 3&4	HP P1606dn	B&W	Network
Derry Municipal Center	Tax	Window 5&6	HP P1606dn	B&W	Network
Derry Municipal Center	Town Clerk	Window 9&10	HP P1606dn	B&W	Network
Derry Municipal Center	Tax	Tax Collector Office	HP P1606dn	B&W	Network*
Derry Municipal Center	Checklist	Desk	HP P2035n	B&W	Network
Derry Municipal Center	Town Clerk	Office	HP P1606dn	B&W	Network
Derry Municipal Center	Fire	Chief's Desk	Dell 1660W	Color	Stand Alone
Derry Police Department	Detectives	Counter	Ricoh CL3500n	Color	Network
Derry Police Department	Records	Fax Machine	Ricoh SP 3410SF	B&W	Network
Derry Police Department	Evidence	Evidence Tagging Area	Ricoh SP 3510dn	B&W	Network
Transfer Station	Scale House	Desk	Samsung M2830DW	B&W	Stand Alone
Derry Police Department	Dispatch	Position2	HP SP3500n	B&W	Network*
Derry Fire Station 1	Fire Station 1	Batt Chief's Office	HP Laserjet Pro 400	Color	Stand Alone
Derry Fire Station 1	Fire Station 1	Capt./Lt. Office	HP CP1025nw	Color	Stand Alone
Derry Fire Station 1	Fire Station 1	Comm Dir. Office	HP CP1025nw	Color	Stand Alone
Derry Fire Station 1	Fire Dispatch	Dispatch	HP Laserjet Pro 400	Color	Network
Derry Fire Station 4	Fire Station 4	Chief's Desk	HP Laserjet Pro 400	Color	Stand Alone
Animal Control	Animal Control	Desk/Counter	New Machine	Color	Network*
Derry Fire Station 1	Fire Station 1	EMS Room	New Machine	Color	Network
Derry Fire Station 1	Fire Dispatch	Floor	New Machine	Color	Network
Derry Fire Station 2	Fire Station2	Office	New Machine	Color	Network
Derry Fire Station 3	Fire Station 3	Office	New Machine	Color	Network
Derry Fire Station 4	Fire Station 4	Office	New Machine	Color	Network
Derry Municipal Center	IT	Counter	New Machine	Color	Network
Derry Municipal Center	Cable	Hallway	New Machine	Color	Network*
Derry Municipal Center	Emergency Mgmt.	Operations	New Machine	Color	Network
Derry Municipal Center	Human Services	Office	New Machine	Color	Network
Derry Municipal Center	Executive	Exec Copy Room	New Machine	Color	Network

Derry Municipal Center	Public Works	2nd Floor Copy Room	New Machine	Color	Network
Derry Municipal Center	Finance	Finance Copy Room	New Machine	Color	Network
Derry Municipal Center	Tax	Copier	New Machine	Color	Network
Derry Police Department	Executive	Office	New Machine	Color	Network
Derry Police Department	Police	Records	New Machine	Color	Network
Derry Police Department	Police	Prosection	New Machine	Color	Network
Derry Police Department	Police	Dispatch	New Machine	Color	Network
Parks and Recreation	Recreation	Office	New Machine	Color	Network
Transfer Station	Office	Desk	New Machine	Color	Network
Vehicle Maintenace	Office	Desk	New Machine	Color	Network
Derry Police Department	Booking	Counter	New Machine	B&W	Network*

Network* - Indicates not networked at this time but will be networked with installation of new machine.

DISPOSAL LIST

Facility	Department/Area	Model
Derry Municipal Center	EOC	Brother SP C210sf
Derry Municipal Center	Executive	Ricoh 2051
Derry Municipal Center	Executive	Ricoh CL7200
Derry Municipal Center	Finance	C5000
Derry Municipal Center	DPW	Ricoh MP 7001
Derry Municipal Center	DPW	HP 8150
Derry Municipal Center	Tax	Ricoh MP5000B
Derry Municipal Center	Tax	HP 8150
Derry Municipal Center	Storage	HP 8150
Derry Municipal Center	Fire Admin	Ricoh C2050
Derry Municipal Center	EOC	Ricoh C3000
Derry Municipal Center	Human Services	Ricoh MP3351
Police	Records	Ricoh MP6000
Police	Executive	Ricoh MP C3300
Police	Dispatch	HP 1012
Police	Booking	HP 1022
Police	Shift Supervisor	HP 1022
Fire Station 1	Station	Ricoh MP5000B
Fire Station 1	Dispatch	Brother Inkjet MFP
Fire Station 2	Office	Brother MFC-7840W
Fire Station 3	Office	Brother MFC-7840W
Fire Station 4	Office	Brother MFC-7840W
Transfer Station	Break Room	Canon MF4370dn
Transfer Station	Office	Inkjet Printer
Transfer Station	Office	Fax
Highway	Office	HP Officejet 4630
Vehicle Maintenance	Office	HP 3180
Vehicle Maintenance	Office	HP Deskjet 6980
Police Garage	Office	Dell C1660W
Police Garage	Office	HP 1022
Animal Control	Office	Brother Fax 575
Animal Control	Office	HP Deskjet 5150

QUESTIONS RECEIVED 8/30/2016

Page 3

- All applicable taxes shall be indicated. *Can you please explain? It is our understanding that municipalities are tax exempt, plus no tax in NH.*
  - *This is standard in all of our RFPs. You are correct no tax in NH.*
- *You are requesting leasing options for 3 and 5 year. Should we include a 4 year lease option as well?*
  - *Please include options for 3 and 5 years. No need for a 4 year option.*

Page 5

- Color Matching. *Can you please clarify if you are looking for Business Color Manipulation or do you require Pantone Color Matching? Keeping in mind that Pantone Matching will require a Fiery print controller, at significant additional cost.*
  - *We are looking to have the capability of adjusting color output. I believe that is Pantone Color Matching*

Page 6

- *Can you please explain your requirement for the Platen Cover, as this is something that is used when there is no document feeder on a device?*
  - *Some vendors refer to that in specs even with a document feeder. If it is redundant due to a document feeder it may be omitted.*
- *What do you mean by Feed Pedestal? Is this simply a paper feed unit?*
  - *Yes*
- Envelope drawer. *Is a bypass tray acceptable?*
  - No. We are looking for a drawer to hold and print envelopes. Some departments print so many envelopes that a bypass would not work. They are currently printing with dedicated inkjet printers for envelopes.
- Large Capacity Feeder 2000 sheet. *Are you looking to have this within the console footprint of the device, or an additional unit on the side? (Both are available options)*
  - Within the console is optimal in order to save on space but either is acceptable.

Page 8

- Follow me Print Release.
- *Will you be looking for a card/FOB solution or password based print release?*
  - *Option for both. We currently have 26-bit Wiegand cards for our security system.*
- *How many end users in total?*
  - *250*
-
  Environmental reporting. *Can you please describe what environmental metrics you are looking to have reporting on?*
  - Paper / number of trees saved based on using print management rules.

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- *Can you confirm that Network without the * means that these are currently networked devices?*
    - o *That indicates the device is not networked at this time but it will be networked when the new machines arrive and go on to a service and supply agreement. We will not be able to provide any stats other than printing a total impression count from the machine. No Historical data exists.*

Additional Questions
- *Who is the current vendor for the machines to be replaced?*
    - o *We currently use Ricoh, Sharp, and HP for some of the printers.*
- *Have you considered an extension on the Acceptance Deadline, in order to receive more thorough and complete responses?*
    - o *We feel a two week response is adequate.*

QUESTIONS RECEIVED 8/31/16

The HP 1606dn printer has been discontinued. What would you like to replace it with?
    HP Laserjet Pro 400 M402dn

QUESTIONS RECEIVED 9/6/16

1. You're looking for a purchase option as well as a 3 and 5 year $1 buyout, correct?

Yes

2. Are all devices that you're asking us to remove owned? Do you lease any of them? If some are leased, do you have the buyouts for these and will you please provide them? Also if leased we will need a removal authorization form from current leasing vendor before we can remove anything and I will need the make, model, serial number, location of machine and name of current leasing vendor before I can provide a quote. If owned, I do not need anything to provide quote.

Yes

3. Do you want fax on all device? Hole punch on all devices? And external keyboard on all devices? All are an additional cost so I figured I would ask.

Yes

4. For your paper tray configurations, I'm a little confused on the setup you would like. Typically machines either come with
-2 trays + a cabinet
-4 paper trays OR
-1 Large Capacity Tray (LCT) and 2 paper trays

I can configure your units a few ways:
Option 1: So that they have the LCT, 1 normal paper tray and 1 envelope tray
*Please note our top tray is not adjustable and just holds 8.5" x 11" paper and the LCT only holds 8.5" x 11" paper so if you put envelopes in tray 2 there would be no adjustable trays, just 8.5" x 11" paper.

Option 2: So that there would be 4 paper trays (one being the envelope tray, one being the top tray that only holds 8.5" x 11" and 2 adjustable trays up to 12" x18") AND a side LCT that holds 1,500 sheets of 8.5"x11" paper.
*Please note that we don't offer the side LCT with our 25PPM machine so I would need to quote you our 30 PPM machine (which is obviously more $). It is available in the larger color devices so it wouldn't be an issue for the 50PPM devices.
Option 3: Have machines with only 4 paper trays that hold 550 sheets of paper a piece. You would have the top tray as 8.5" x 11", envelops in tray 2 and still have 1,100 sheets of paper left to hold whatever you would like.
*Please note I am more than willing to quote option 2 for 50PPM devices and option 3 for 25 PPM devices if that is what you'd like.
Please let me know which option/configuration you would like.

Yes, that's what we would like.

5. We don't sell 50 PPM color MFP's, it's either 45 PPM or 60 PPM. Is 45 PPM acceptable? Or would you like me to quote you the 60 PPM?

We spec'd 50 or better.

6. For small office MFP and small office printer, we don't sell HP devices, can I quote you the Ricoh equivalent?

Sure

7. For the OCR software, is scan to Power Point a necessity? We do have software that we can add that would allow you to do this, but it is significantly more money. We have an alternative software that meets all the other scanning requirements that is much more cost effective but doesn't allow for the scan to Power Point feature.

Provide it or don't and quote the alternative

8. I'm assuming you're looking you're looking for a Print Management software based on your Service Requirements on page 8. Are you looking to have the software on the printers as well as the MFP's or just the printers? If on printers as well, are you looking to just track usage? Or are you looking to have card release stations on the printers as well?

Yes on all counts except no card release on printers

9, How many print servers do you have for all locations? What kind of print server do you have?

1 for all facilities, Windows. If you are thinking of the small box print servers that reside with copiers, etc. we only have few and there is no set standard.

10. Do you have Apple/MAC computers? If so, do they need to print to the MFP's? Also if so, do they login the same way as Windows computers? The login piece may change the print management software configuration necessary.

No

11. For monthly service on the MFP's/printers are you looking for a monthly/quarterly/annual volume commitment? If so, would you like me to use the estimated volumes given to provide the monthly cost? Or are you looking to pay as you go for what you use?

Page 9.

12. For the * networked devices. Are you looking for Ricoh's help to network these devices? Or are you simply saying they will be networked when new machines get there? Please note that non-networked devices cannot be tracked by print management software.

No