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COUNTY LIBRARY

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Request for Proposals:

Multifunction Printers/Copiers & Managed Print Services

February 17, 2023

The Somerset County Library is accepting proposals from qualified vendors for the lease of (4) Multifunction Printer/Copiers and Managed Print Services, including supply of consumables, maintenance, repair, and asset inventory control. Sealed proposals must be received by the Library Director, Ed Goyda, at the Princess Anne Library by Friday, March 10, at 11:00 a.m. Late proposals will not be accepted.

The Somerset County Library will consider the competency and responsibility of bidders in making the award. Failure to comply with the requirements set forth in this RFP may result in disqualification. The Library reserves the right to reject any and all bids, to waive informalities and technicalities, to reject portions of the bids, and to award contracts in a manner consistent with the laws governing the State of Maryland.

Acceptance of any proposal submitted pursuant to this RFP shall not constitute any implied intent to enter into a contract. The contract award, if any, will be made to the vendor who, in the Library's sole discretion, is best able to perform the required services.

The Library's current contract expires March 31, 2023. Proposals submitted under this Sealed Bid shall assume a contract start date of April 1, 2023, with equipment on site and prepared for usage on or before that date.

Questions should be submitted to Ed Goyda, Library Director, at ed.goyda@somelibrary.org. Questions should not be submitted by telephone. A list of any questions and answers shall be maintained for public viewing at somelibrary.org/copier_rfp.

Please submit one original, sealed copy to:

Ed Goyda
Library Director
Somerset County Library
11767 Beechwood St.
Princess Anne, MD 21853

Crisfield Princess Anne Erwell

11767 Beechwood Street, Princess Anne, MD 21853

phone: 410.651.0852

fax: 410.651.1388

www.somelibrary.org

Terms and Conditions

I. Contract Period: Contract awarded as a result of bids submitted under this Sealed Bid shall begin on April 1, 2023 and continue for five (5) years. Equipment shall be on site and prepared for usage on or before that date.

II. Submission of Bids: Bids shall be enclosed in sealed envelopes, addressed to Ed Goyda, Library Director, Somerset County Library, 11767 Beechwood St., Princess Anne, MD 21853, with the name of the bidder and "Printer/Copier RFP" clearly marked on the exterior of the envelope. Bids must be received at the Princess Anne Library no later than 11:00 a.m. on Friday, March 10, 2023.

III. Terms of Bid: Items offered must meet required specifications and must be of quality. Full identification of each item, including brand name and model, must be included. The bidder must certify that items to be furnished are new and of new quality.

Specifications

The four printer/copiers will be split between the Crisfield and Princess Anne Libraries, with each Library having separate staff and patron printers. They will be referred to below as Crisfield Patron, Crisfield Staff, Princess Anne Patron, and Princess Anne Staff.

All four printer/copiers should have, at a minimum:

Print/Copy Functions

1. Ability to print in both black & white and color.
2. Capable of producing double-sided prints/copies.
3. Print and copy speeds of 30 ppm or faster for single-sided, letter-size paper.
4. Capable of copying and printing on stock including 20 lb. copy paper, cardstock, and labels.
5. Capable of copying, printing, and scanning paper sizes including letter (8 ½ x 11), legal (8 ½ x 14) and tabloid (11 x 17).
6. An automated document feeder, with a minimum capacity of 50 sheets of 20 lb. copy paper.
7. Four front-loading paper drawers capable of holding at least 500 sheets of 20 lb. copy paper each.
8. Bypass tray for the purpose of printing on specialized stock.

9. Capable of enlarging documents in preset increments to 400% or greater and reducing documents to 25% or less.
10. Direct file printing of at least PDF format via USB.

Scanning and Emailing Functions

1. Integrated Scanner shall not require additional PC workstation, external hard disk drive, processors, or port replicators to facilitate scan and email functionality.
2. Scanning resolution of 600 x 600 dpi.
3. Ability to scan in black and white, grayscale, and color.
4. Ability to scan to at least these file formats: PDF, TIFF, and JPEG.
5. Ability to scan to both email and USB drives.

Other Functions

1. Windows 10 (32 bit and 64 bit) compatibility.
2. Network protocol support – TCP/IP (IPv4, IPv6), IPX/SPX – vendor will be assigned an IP address for each copier and connect copier to the network at the time of installation.
3. Enable end user to easily replace consumable components including toner, fusers, imaging units, and paper.
4. Automatic meter reading and service dispatching capabilities.
5. The ability for the machine to move past a job that is held in the queue due to incorrect resources and the ability to use an alternative resource rather than hold the job.

Additional, device-specific functions

The **Crisfield Staff Printer** must have fax features, including walk-up fax and fax forward to email.

The **Crisfield Staff Printer** and **Princess Anne Staff Printer** must have wireless printing capability and a full keyboard.

The **Crisfield Patron Printer** and **Princess Anne Patron Printer** must have a vending capability, either built into the machine or as an additional device, to allow patrons to insert paper currency and coinage to pay for copies. Patron printing costs are managed by separate software on the Library's intranet.

Supply Expectations

1. Unlimited toner.

2. Toner and other consumable supplies must meet original equipment manufacturers specifications.
3. Consumable supplies must not exceed 0.5% failure rate.
4. Vendor assumes all responsibility for hardware performance due to consumable supplies.
5. Vendor assumes all responsibility for disposal and recycling of all service parts.
6. Down time due to lack of consumable supplies is not acceptable.
7. Vendor is responsible for delivery of supplies to point of need.
8. Library will supply paper for machines.

Service Expectations

The Library requires the vendor to be responsible for all toner, fix/repair, maintenance and/or replacement of all devices included in contract resulting from this RFP, including:

1. Preventative maintenance schedules planned and completed according to manufacturer's recommended service schedules.
2. Minimum service response expectations:
 - a. Vendor shall respond to a request for maintenance within one (1) hour during regular business hours.
 - b. Maintenance and repair calls will be completed within two (2) business days of request for service.
 - c. The maximum allowable downtime for any one piece of equipment is forty-eight (48) hours, excluding weekends and holidays.
 - d. A minimum quarterly uptime average of ninety- six percent (96%), which shall be calculated based upon an eight- hour day and exclude normal preventive maintenance time and downtime attributable to customer negligence. If a copier fails to meet 96% uptime as measured quarterly, vendor will implement a performance improvement plan. If after a thirty (30)-day period of time, this plan fails to raise the performance to the previously stated uptime targets, this equipment will be replaced with equal to or greater than capabilities.
3. Excluded from the requirements are delays resulting from acts of nature, accidents, or extreme weather conditions.

Contract Expectations

1. The machines shall be delivered, installed and made ready for use by the selected vendor. Lease prices shall include these services:
 - a. The vendor shall coordinate and provide delivery at no additional fee.
 - b. The vendor shall provide end-user training at no additional fee.

2. Vendor will provide routine maintenance and repair services for no additional fee. Only fully trained and qualified technicians will perform maintenance.
3. The Library will supply paper for the machines. Vendor is responsible for supplying toner, drum, fusers, developer, waste trays/bottles, etc., and shall include the cost in the maintenance price.
4. Vendor shall bear all costs for labor and parts required to maintain the machine in good working order and make all necessary adjustments, replacements, and repairs caused by normal wear and tear.
5. The maintenance price will be fixed for the contract term with no price increase.
6. Proposals must include a fixed cost for lease and maintenance as well as a per-page cost (for both black and color prints/copies). Average monthly usage of the existing devices is:

Device	Black & White	Color
Crisfield Patron	574	238
Crisfield Staff	525	1,356
Princess Anne Patron	751	1,937
Princess Anne Staff	1,245	1,803
Total	3,095	5,334

7. The end-of-contract return of any equipment shall be provided by the Vendor, coordinated with the Library, and at no cost to the Library. Subject equipment shall be removed no later than 30 days after end of lease.

Proposal Format

Proposals shall be submitted on standard 8.5 x 11 inch paper with font size no smaller than twelve (12) point. Proposals shall consist of one (1) signed original.

1. A Letter of Transmittal that includes (a) the name of the company, (b) a contact person, (c) the names of individuals authorized to negotiate with the Library, (d) current address (e) telephone number, (f) email address, and (g) the signature of an authorized representative of the Respondent.
2. An Executive Summary, which should include a succinct description of the major features of the bid.
3. Ownership Information, which shall identify how the company is owned; 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.

4. A written plan that clearly identifies the equipment and services proposed and a detailed description of how the Respondent proposes to implement the plan. The plan should address the specifications contained in this document at a detailed level – meaning all requirements set forth in this RFP must have an individual response indicating the requirement is (1) met, (2) not met, or (3) met with conditions, including commentary on the specific conditions to meet the requirement.

All proposals must contain descriptive literature on the proposed 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.

The written plan should include proposed method of managing service calls including service organization background & qualification, level of service specifications, number of trained technicians for each machine and size of area served, average support call response time, and location of local office and support dispatch office.

5. Pricing information to include:

- a. A total monthly lease & maintenance cost per device, including any third-party costs for hardware/software to achieve desired functionality.
- b. Price per page for Black & White prints and copies.
- c. Price per page for Color prints and copies.
- d. No sales tax. The Somerset County Library is exempt from Maryland sales tax, and tax exemption certificates will be furnished upon request.

6. A certificate or letter from the manufacturer stating that the vendor is an authorized service/supply dealer for the equipment proposed.

7. A minimum of three references that the Library can contact for information about Respondent's performance within the past 12 months, including at least one using the proposed machine(s).

Evaluation of Proposals

Price will be the primary factor in the determination of the winning bid. Copiers must meet the minimum requirements specified in the RFP, and the proposal must be determined to be otherwise qualified before being evaluated on price. Qualification will be based on the degree of respondent's ability to fully comply with the requirements in

this RFP, proposed implementation plan, qualifications and experience of the respondent, and the respondent's technical support structure.

Price information from each Vendor shall be evaluated as a sum of fixed monthly costs for lease and maintenance, plus estimated monthly per-page totals based on the above stated average monthly usage statistics for the existing machines (e.g., if the same per-page costs are proposed for all four printer/copiers, proposed per-page black & white cost times 3,095 plus proposed per-page color cost times 5,334).

If the lowest two bid scores are within 10% of each other, we will invite the vendors to meet with Library representatives to discuss additional value provided, either by proposed hardware or proposed service, that may factor into a bid decision.

In the determination of the lowest two bid scores, the "lowest two" will be the lowest two different brands represented. For example, if two companies are bidding Xerox machines, the lowest two will take the lowest bidder of the Xerox machine and the next lowest bidder of a vendor representing a different brand in the determination of the lowest two bidders.

The Library reserves the right to reject any and all proposals. If the Library is unable to negotiate an acceptable price, it reserves the right to rebid.

Submission & Questions

Proposals must be delivered by 11:00 a.m. on Friday, March 10, 2023 to:

Ed Goyda, Director
Somerset County Library
11767 Beechwood St.
Princess Anne, MD 21853

Questions can be directed to Ed Goyda at ed.goyda@somelibrary.org. Questions should not be submitted by telephone. A list of any questions and answers shall be maintained for public viewing at somelibrary.org/copier_rfp.