

City of Montgomery  
10101 Montgomery Rd  
Montgomery, Ohio, 45242

**REQUEST FOR PROPOSAL**

**FOR**

**Office Copiers**

September 8, 2021

*YOUR PROPOSAL MUST BE RECEIVED NO LATER THAN  
4:30 p.m. on October 8, 2021*

## SECTION ONE - City Information

### 1. Objective for Request for Proposal (RFP).

To select a vendor that will provide office copiers, service and supplies for the purpose of copying, printing, scanning and faxing that meets the expectations of the City explained in this RFP.

### 2. Vendors Requested to Respond

The City of Montgomery reserves the right to select the vendors who are invited to submit an RFP. The City has determined the vendor's participation in the market place by other City references, current vendor relationship and various meetings.

### 3. Questions/Explanation

- a. Any questions or further explanation concerning this RFP can only be directed to Matthew Vanderhorst, Community and Information Services Director. Contact is required to be made via e-mail at:

[mvanderhorst@montgomeryohio.org](mailto:mvanderhorst@montgomeryohio.org)

- b. In the event that clarification(s) would be deemed appropriate, an addendum to the RFP will be distributed to all the participants. In the event of an addendum being published, the criteria being requested will have precedence over conflicting information in the original RFP.

### 4. Instructions to Prospective Contractors

- a. The proposals may be emailed to [mvanderhorst@montgomeryohio.org](mailto:mvanderhorst@montgomeryohio.org) or dropped off at Montgomery City Hall and clearly marked as "City of Montgomery – Copier RFP."
- b. The City of Montgomery reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.

### 5. Overview

The City of Montgomery is requesting proposals from selected copier vendors to replace existing copiers with new devices. The current lease expires on April 1, 2022. Please do not quote newly refurbished or remanufactured equipment. **The City of Montgomery prefers to lease office copiers from the Ohio State Contract if possible.** The purpose is to implement dependable copier, printer, fax, and scan solutions. The systems being requested are listed in the equipment specifications - Section 6, Required Capabilities and Specifications.

**In addition to items in paragraph 6, vendors are encouraged to propose alternative solutions and new technologies that may increase operational efficiency. Digital faxing being one example.**

**6. Required Capabilities**

**A. Administration (City Hall - Main Level):**

- a. Counts as of September 8, 2021.
  - i. Copy
    - 1. Black and White: 262,628
    - 2. Full Color: 83,265
  - ii. Printer
    - 1. Black and White: 94,707
    - 2. Full Color: 146,280
  - iii. Fax: 1,160
- b. At least 50 ppm preferred
- c. 4 trays for 11x17, 8 ½ x 14, letterhead
- d. Additional high capacity for 8 ½ x 11
- e. Finisher for sort and collating large projects
- f. Document feed for heavy stock paper
- g. Staple
- h. Document scan. Built in OCR if possible. Otherwise, is there software available convert a scan to OCR?
- i. PDF, TIFF, JPG scan format.
- j. Scan to email and scan to network folder. Optional scan to cloud folder such as Google Docs or Dropbox.
- k. Enough memory to scan a large document to a network folder.
- l. Responsive touchscreen
- m. FAX
- n. Print from mobile device

**B. Finance Office (City Hall - Lower Level):**

- a. Counts as of September 8, 2021.
  - i. Copy

1. Black and White: 116,001
2. Full Color: 32,042
- ii. Printer
  1. Black and White: 67,878
  2. Full Color: 191,880
- iii. Fax: 5,831
- b. At least 40 ppm preferred
- c. 3 trays for 11x17, 8 ½ x 14, letterhead
- d. Additional high capacity for 8 ½ x 11
- e. Finisher for sort and collating large projects
- f. Document feed for heavy stock paper
- g. Staple
- h. Document scan. Built in OCR if possible. Otherwise, is there software available convert a scan to OCR?
  - i. PDF, TIFF, JPG scan format.
  - j. Scan to email and scan to network folder. Optional scan to cloud folder such as Google Docs or Dropbox.
  - k. Enough memory to scan a large document to a network folder.
  - l. Responsive touchscreen
  - m. FAX
  - n. Print from mobile device

C. Safety Center (Serves Police Department and Fire Department):

- a. Counts as of September 8, 2021.
  - i. Copy
    1. Black and White: 77,197
    2. Full Color: 19,916
  - ii. Printer
    1. Black and White: 121,554
    2. Full Color: 179,900
  - iii. Fax: 4,568
- b. At least 40 ppm preferred

- a. 3 trays for 11x17, 8 ½ x 14, letterhead
- b. Additional high capacity for 8 ½ x 11
- c. Finisher for sort and collating large projects
- d. Document feed for heavy stock paper
- e. Staple
- f. 3-hole punch
- g. Document scan. Built in OCR if possible. Otherwise, is there software available convert a scan to OCR?
- h. PDF, TIFF, JPG scan format.
- i. Scan to email and scan to network folder. Optional scan to cloud folder such as Google Docs or Dropbox.
- j. Enough memory to scan a large document to a network folder.
- k. Responsive touchscreen
- l. FAX
- m. Print from mobile device

D. Public Works:

- a. Counts as of September 8, 2021.
  - i. Copy
    - 1. Black and White: 16,119
    - 2. Full Color: 2,488
  - ii. Printer
    - 1. Black and White: 37,237
    - 2. Full Color: 32,195
  - iii. Fax: 427
- b. At least 30 ppm preferred
  - a. 3 trays for 11x17, 8 ½ x 14, 8 ½ x 11
  - b. Document feed for heavy stock paper
  - c. Staple
  - d. Document scan. Built in OCR if possible. Otherwise, is there software available convert a scan to OCR?
  - e. PDF, TIFF, JPG scan format.

- f. Scan to email and scan to network folder. Optional scan to cloud folder such as Google Docs or Dropbox.
- g. Enough memory to scan a large document to a network folder.
- h. Responsive touchscreen
- i. FAX
- j. Print from mobile device

a. **Implementation Schedule**

Vendors need to provide an example of a suggested implementation schedule for the equipment, technology updates and training. Current supply chain challenges should be considered.

**SECTION TWO – Required Response**

1. **Price Sheet**

The price sheet must be page 1 and certification sheet page 2. Both the Account Manager and a duly authorized officer of the proposing company must sign the respective sheets for the Vendor’s response to the RFP.

2. **Business Profile**

- a. Provide history of your company and its specific experience in the service, training, and installation of the proposed equipment being recommended by your proposal.
- b. Explain the initial and ongoing training programs provided for the technicians within your company.
- c. Provide three references of entities similar to the City of Montgomery using your equipment and services.

3. **Unit Cost Option:**

Lease Option

- a. The City of Montgomery prefers to lease equipment from the Ohio State Contract if possible.
- b. Provide monthly lease cost for all equipment and accessories specified in Section 1, Paragraph 6.
- c. Provide lease costs for a five-year contract term rate.

#### **4. Model Documentation**

Manufacturer brochures or links to brochures shall be submitted for each model being proposed to meet the units specified in this RFP. The brochure should list:

- a. General introduction to features
- b. Images of the unit
- c. Configuration
- d. Specifications for all available features (standard and optional)

#### **5. Delivery and Installation**

- a. Delivery and installation of the units ordered under this proposal shall be included in the price given.
- b. Delivery and installation will include the moving of any machines, after first placement, due to change in appropriate location, for life of the contract at no charge.
- c. A delivery schedule will be developed by the vendor's account manager in coordination with the City of Montgomery's building and staff schedule.

#### **6. Maintenance, Repair Service, and Training**

- a. The City of Montgomery is requesting a service agreement on all units leased, based on term of lease for five years.
  - i. Basic agreement to include, but not limited to:
    - a) All parts and supplies except for:
      1. Paper
      2. Staples
    - b) On-site service with repairs completed in four hours or less.
    - c) Workstation print client driver installs, setup and technical assistance.
    - d) Setup and technical assistance for faxing, scanning and installation.
    - e) On-going training; at initial install and periodically for all staff. This includes refresher programs and/or the assignment of new key operators.
    - f) All pricing will include equipment, maintenance and supplies (vendor will

not charge shipping fees for consumables).

- g) Pricing must be fixed for 5 year contract term.
- b. Service calls have to be completed within **four (4) hours** of initial phone call to vendor's call center.
  - i. Provide an explanation of your firm's compliance with a four (4) hour response time on ALL service calls and what happens if this time frame is not met.
  - ii. Provide an explanation of how your firm will respond to a repair when parts are not available locally and your expectation of how it will impact service response time.
  - iii. Provide a 24-hr response policy for the Police Station equipment.
  - iv. A clearly defined escalation procedure from the service technician to a higher level service and support and the established mechanism for resolution of recurrent problems?

## 10. Security Options

- a. All copiers and multi-function units should have control panels that incorporate password controls. The City may not choose to use them but we would like the option.
- b. Any security feature that is not available or requires a cost beyond the basic proposal is required to be listed in the vendor's proposal as an addendum. If it is not listed, the City of Montgomery will expect all features required to be included in the units being proposed.
- c. All machines must have hard drive data protection and security.

## 11. Sustainability and Environmental Requirements

- a. All units are required to comply with the EPA Energy Star guidelines.
- b. All units should have the ability to be left on for twenty-four hours but be set to enter into a power save mode after a "non-use" time set at the control panel.
- c. Does your company have a published policy, vision statement or charter committing it to protecting the environment? If yes, please provide a copy of that policy.
- d. Does your company have a recycling policy for waste generated at company facilities?

## **12. Training**

- a. On-site training for all City of Montgomery staff is required to be part of the vendor's proposal.
- b. Training is to be conducted at each unit installed for the staff using the unit.
- c. Additional training for staff members selected to be key operators will be scheduled as soon as systems are installed.
- d. A sample schedule of training for each building should be submitted with the proposal. Details will be decided after the proposal has been awarded.
- h. Training in the network administration of the proposed units needs to be provided and scheduled as soon as the contract is awarded.
- i. Training in the password/account administration of the proposed units needs to be provided and scheduled as soon as the contract is awarded.

## **13. Performance Guarantees**

- a. The City of Montgomery requires a "Total Satisfaction Guarantee" and must be submitted with the proposal. The "Guarantee" must cover 1) the operation of the unit, and 2) the service performed by the "Maintenance, Repair Service, and Training" agreement.
- b. Documentation listing the process of lodging complaints and resolving complaints must be included.
- c. The process for determining how units will be evaluated as a "lemon" and the replacement procedure is to be included.
- d. The time length of each, "Total Satisfaction Guarantee," and complaint/resolution process shall be clearly described in the proposal.

## **SECTION THREE – Proposal Conditions and Provisions**

### **1. General**

- a. All proposals must be submitted in accordance with all terms, conditions, specifications, and stipulations contained herein. Vendors shall carefully read and be familiar with all terms, conditions, specifications, and stipulations contained in this RFP, which shall become part of the final contract.
- b. All proposals must be signed by a duly authorized official of the proposing company.

The completed and signed proposal (together with all required attachments) must be returned by the due date and time shown on Page 1.

- c. Prices submitted must be on the units specified. In the case of a discrepancy between the unit price and extension, the unit price shall be considered correct. Minor details omitted by oversight will not constitute an excuse for their omission.
- d. Proposals shall be firm quotations subject to acceptance or rejection within ninety (90) days of the proposal opening date.
- e. All proposed lease agreements shall contain a non-appropriation clause.
- f. A vendor may withdraw its proposal at any time prior to the scheduled time of receipt.
- g. The City of Montgomery reserves the right to negotiate optional items and/or services with the successful vendor.
- h. The successful vendor may be required to provide proof of and the required limits of liability insurance, including workers' compensation. This proof of insurance must be in the form of a "Certificate of Insurance" and must show coverage in the amounts specified by the laws of the State of Ohio for the duration of a contract issued as a result of this RFP. Additionally, the City of Montgomery must be notified of any changes occurring in this coverage. The vendor must demonstrate to the City of Montgomery that such changes do not in any way affect the minimum liability insurance required for this proposal.
- i. The City of Montgomery reserves the right to waive any technical or formal errors or omissions and to reject any and all proposals, or to award a contract for the items herein, either in part or in whole, if it deems it to be in the best interest of the City of Montgomery to do so.
- j. No proposal shall be accepted from, and no contract will be awarded to, any person, firm or corporation that has outstanding obligations to the City of Montgomery, either by debt or contract, or that is a defaulter, as surety or otherwise, upon any obligation to the City of Montgomery, or that has failed to attain or demonstrate compliance with any law, ordinance, regulation, or contract term or condition as may be provided for or required in any City of Montgomery contract, or that may be deemed irresponsible or unreliable. Vendors may be required to submit satisfactory evidence that they have a practical knowledge of the particular work being proposed and that they have the necessary financial resources to perform and complete the work outlined in this proposal.
- k. The vendor agrees to abide by all the laws, regulations and administrative rulings of the United States and the State of Ohio and the city within which the City of

Montgomery buildings are located and to secure all necessary licenses and permits in connection with this proposal.

1. All pricing must be fixed for the term of the lease for the base lease and the service/supply portion of the lease.

## 2. **Ethical Standards**

- a. It shall be a breach of ethical standards for any person to offer, give, or agree to give any employee or former employee, or for any employee or former employee to solicit, demand, accept or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other capacity in any proceeding of application, request for filing, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore.
- b. In the event that any gratuities or kickbacks are offered or tendered to any The City of Montgomery employee or representative, the vendor's proposal will be disqualified.

## 6. **Taxes:**

All proposals shall reflect all applicable tax exemptions for The City of Montgomery:

Tax Exempt Number: 31-6001072

## 7. **Review Process**

The City of Montgomery may, at its discretion, request presentations by, or meetings with, any or all vendors to clarify or negotiate modifications to the vendor's proposals.

However, the City of Montgomery reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms the vendor can propose in the areas of price, service/maintenance, training, and on-going support.