

Request for Proposals

Comprehensive Multi-Functional Copier and Managed Print Services Cost per Copy Program For Town of Clayton, North Carolina

The purpose of this Request for Proposals (RFP) is to obtain pricing for and selection of a vendor to provide a cost per copy program and managed print services for multi-function devices for the Town of Clayton ("Town"). The vendor shall provide the Town with a multi-function copier solution based on a fixed price per copy Town wide.

The Town is requesting pricing for a 60 month term covering a mix of black & white (B&W) and color machines. The Town may elect to extend the term for an additional two year period after the initial term expires. The awarded vendor shall recommend, provide, or remove additional equipment as needed and update or replace equipment as requested by the Town during the term of the contract, at the same rate and within the same term as the original contract. The Town currently has 12 multi-function devices in use, and needs to add at least one to the fleet under this contract.

The Town has developed a table of the departments included in this proposal with the following information: model of each department's current machine(s), copier features, and lease expiration date per machine by department. Currently all copiers in the Town are Canon. Attachment A contains a listing of our current fleet, however, each RFP respondent should perform their own needs assessment before submitting their RFP response as departmental needs may have changed. The vendor will be responsible for implementing the correct size machine, delivery, set-up, assembly, check-out, service, operator training and the necessary operating manuals. Regarding the multi-function device lease expirations, the awarded vendor will absorb the machines as the leases expire if applicable. Upon anticipated contract start date of March 1, 2017 the Town will have at least 13 multi-function devices fall under the contract.

The contract will be awarded to the vendor deemed to have submitted the best overall proposal on the basis of the factors included in the RFP and Addendums. This RFP is for the Town departments identified in Exhibit A and other departments that may be added in the future. The Town may cancel the RFP and/or reject all proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. The award document will be a contract incorporating by reference all the requirements, items and conditions of the RFP.

I. Procurement Process

A. Timetable:

The Town expects to undertake the selection process according to the following schedule:

- Release of RFP: Wednesday, November 30, 2016
- Request to visit Town departments (Recommended): By Appointment Only
- Deadline for questions: Friday, December 9, 2016
- Deadline for answers: Friday, December 16, 2016
- RFP due date: Tuesday, January 3, 2017
- Notify vendors of interview: TBD

- Interview dates, if needed: TBD
- Anticipated award date: On or before Wednesday, February 15, 2017
- Anticipated contract start date: Wednesday, March 1, 2017

B. Interpretations and Clarifications:

Questions or clarification of this RFP must be made in writing and addressed to Nancy at the e-mail address listed below. Please reference the RFP page and topic. Deadline for questions/clarifications is no later than Friday, December 9, 2016.

Nancy Medlin
 Deputy Town Manager
 Town of Clayton
 Phone: 919-553-5002
 E-mail: nmedlin@townofclaytonnc.org

The answers to questions submitted that require a response will be available to all vendors in the form of an addendum via e-mail no later than Friday, December 16, 2016.

C. Submission of RFP:

One (1) original, three (3) copies of the proposal shall be submitted by **Tuesday, January 3, 2017 at 3:00 p.m. to:**

Town of Clayton Administration
 Jennifer Proctor, Senior Administrative Assistant
 111 East Second Street
 P.O. Box 879
 Clayton, NC 27520 (27528 for PO Box)

- **Proposals should be clearly marked “RFP for Town of Clayton Cost Per Copy Program”. It is the vendor’s responsibility to ensure the proposal is submitted on or before the day and time above. The Town is not responsible for late proposals due to postal delivery, mishaps, or acts of God.**
- When received, all proposals and supporting materials, as well as correspondence relating to the RFP, shall become the property of the Town.
- As allowed under NCGS 143.129.8, proposals will not be made available to inspect or view until the contract has been awarded.
- In submitting a proposal, it is understood by the vendor that the Town reserves the right to reject any and all proposals and to waive any irregularities or informalities in proposals when to do so is in the best interest of the Town.
- Any proposal may be withdrawn or modified by written request of the vendor, provided such request is received by the Town at the designated address **prior** to the date and time set for receipt of proposals.

- If a proposal includes any propriety data or information, such data or information must be specifically identified as such **on every page** on which it is found. Data or information so identified will remain confidential to the extent allowed by North Carolina law pursuant to GS 132-1.2 and will be used by Town personnel solely for the purposes of evaluating proposals and conducting contract negotiations.
- All proposing firms or individuals shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejection of the proposal. However, Town reserves the right to change the conditions, requirements and specifications as it deems necessary.
- No proposals will be accepted from any person or organization that is in arrears for any obligation to the Town, or that otherwise may be deemed irresponsible or unresponsive by Town staff or the Town Council.
- All prices quoted must be firm for a period of 120 (one hundred twenty) days following the proposal deadline.
- The cost of preparing a response to the RFP will not be reimbursed by the Town.
- All proposals should include all necessary brochures of proposed equipment.
- No agreements with any selected vendor shall be binding until a contract is signed and executed by the Town the vendor.

D. Proposal Content:

Proposals should contain the following information:

- Cover letter presenting the vendor's understanding of the project, a summary of the approach to be undertaken to perform the services, as well as a summary of the costs to provide the services. It should be signed by an individual authorized to execute binding legal documents on behalf of the vendor and include the name, address, telephone number and fax number of the vendor along with the name, title, address, telephone and fax numbers of the executive that has the authority to contract and the company point of contact with the Town.
- The vendor shall submit an executive summary, which shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the proposed services. The summary should also highlight aspects of the proposal which make it superior or unique in addressing the needs of the Town.
- Vendor shall include information concerning experience with similar cost per copy and/or multi-function machine projects. In addition, please describe why you feel that your services, from a technical and functional perspective, are the best fit for the Town.
- Describe how your organization shall fulfill the Town's requirements for a program designed to meet the current and future needs.
 - a. Define each model of machine proposed including:

- Manufacturer
 - Model
 - PPM capacity
 - Paper capacity (separately identifying each tray)
 - Detailed listing of machine functions
 - Picture of the proposed device
- b. Describe how changes to the contract, including machine additions and deletions, would be handled administratively and operationally.
 - c. Describe the approach your company will take for training end users on the equipment.
 - d. Describe the approach your company will take to implement the equipment across the Town.
 - e. Describe the approach your company will take for supplies replenishment.
 - f. Describe the approach your company will take to resolve service issues with equipment under the contract.
 - g. Describe how your scanning solution will work.
 - h. Describe how your faxing solution will work.
 - i. Describe how your network printing solution will work.
 - j. Describe your tools for managing the devices and how the local government point of contact and IT personnel could utilize these tools.
 - k. Describe the security features of the products you are proposing in relationship to denying access to the Town's network for each of the functions it performs.
 - l. Describe what wide format equipment you support and how you plan to support ours.
 - m. Describe what your timeline would be, if your organization was awarded the contract to install all software/drivers and setup equipment.

E. Pricing

The Town is requesting an all-inclusive (including shipping and except paper & staples) fixed cost per copy price contract for both black & white and for color copies. All supplies, except for paper and staples, should be included in the fixed cost per copy price. The vendor may also submit an alternate solution based on the department information spreadsheet.

Requirements:

- Upgrades and requested options shall be specifically identified during the first month of the addition to the Town invoice
- The Town prefers not to have third party leasing or billing.
- Supplies not covered in the cost per copy price will be billed separately by department.
- All additions later in the contract term will be at the same price, term, and conditions of the original award.
- The vendor must identify in the proposal all occasions when charges are not covered by the contract and present a proposed range of charges.

- The Town prefers to receive either one or two invoices per month with departments broken down within each invoice. As well as number of clicks per machine that can be easily identifiable.
- The vendor may not increase the cost per copy rate at any time during the contract. However, the vendor may at any time evaluate the usage and offer a lower rate or lower the rate based on technology standard.
- The contract will begin with a minimum number of approximately 13 multi-function devices.

II.THE SELECTION PROCESS

A. Purpose:

- The purpose of the RFP is to increase efficiency of the Town's copiers with more standardized networking capabilities, and manage the ongoing copy/print cost within the Town departments.
- Upon review of proposals, the Town will select a single vendor to provide the services sought within the content of this RFP. Pursuant to G.S. 143-129.8, the Town will award a contract to the vendor that submits the best overall proposal, as determined by the Town. Negotiations may be undertaken with the vendor whose proposal is the best overall and whose understanding, qualifications, experience, technical approach, and financial terms show them to be qualified, responsible and capable of providing the services.
- The contract awarded as a result of this RFP will be selected based on the most advantageous to the Town and that best meets the needs of the Town. The contract will not necessarily be awarded to the respondent with the lowest overall cost proposal or lowest overall cost per copy.

B. Selection Criteria:

- Proposals will be evaluated and scored by a committee on the basis of some or all of the following criteria, which will be accorded equal weight:
 - Proposed cost per click of B/W and Color prints and copies.
 - Ability of vendor and willingness of vendor to modify equipment and processes as needed based on the Town's systems needs.
 - Ability of vendor to meet the time schedule of the project. Preference will be given to proposals demonstrating an ability to carry out the tasks and responsibilities outlined in the proposal in a prompt and efficient manner.
 - Vendor record or performance (past and present) and integrity. Preference will be given to respondents demonstrating strong capabilities, experience and reputation in undertakings similar to those described in this RFP.

- Vendor's service record. Preference will be given to respondents demonstrating the ability to respond to maintenance and service tasks and responsibilities outlined in the proposal in a prompt and efficient manner. Proposals should outline the respondent's specific responsibilities for installation, operation, maintenance and repair of equipment and systems following installation and should demonstrate the ability of the respondent to provide service on both a routine and an emergency basis.
- Overall response to the proposal.
- The evaluation committee may conduct interviews with the finalists to clarify information provided in the proposals. Vendors will be notified if an interview is needed with them.
- Following the criteria listed in G.S. 143-129.8 and 143-135.9, the Town will make a final selection based on the evaluation committee's recommendation and other factors the Town deems to be in its best interest.

III. SCOPE OF WORK

The Town wishes to take advantage of advances in technology for multi-function machines. The vendor should consider user-friendly functionality, supplies replenishment, and equipment service as critical components of the RFP. Multi-function machines will be right-sized as deemed appropriate by the Town point of contact and the vendor during the term of the contract.

Enterprise-wide licenses for any software or hardware required to perform copy, print, scan, and fax functions must be included in your pricing structure so that all Town employees can utilize the devices without additional software costs. It is expected that all multi-function machines will be connected to the respective networks and that all employees will utilize them. Any software or hardware necessary for all employees, approximately 150, to utilize all aspects of the equipment must be included in your proposal.

If your solution requires any additional servers, computer hardware, and/or software it must be included in your proposal and pricing structure and should be clearly identified as additional equipment required for your solution.

No minimum number of impressions per machine or for the total contract is implied or guaranteed.

The Town will provide electrical service and network wiring for equipment installed at the beginning of the contract. If possible, all locations that may need the higher 20 amp outlet must be identified within the RFP response. The appropriate Town point of contact must approve, in writing, all new equipment installations requiring any changes to monthly charges for the Town. If the Town requests a change in equipment requiring changes in electrical outlets, the cost to perform the electrical work of network connection will be the responsibility and expense of the Town.

The Town Desktops and Servers are fully virtual and fully hosted at an offsite location. The end user PCs are Citrix clients running on a Virtual Shared Desktop. All printer driver and printer processing software must work within this infrastructure.

It is essential that the vendor understand the needs of the Town departments will change over the contract period. The successful vendor must reflect a plan for moving and changing equipment to meet these changing needs as they occur, without additional cost for the services provided. The Town must have the ability to add or delete machines from the contract and modify machine requirements as our internal needs change over time. The Town will not be required to pay a removal fee upon end of contract period.

The vendor is solely responsible for maintaining and servicing all equipment installed at the Town and seeing that all features of the machine are in working order at all times during the term of the contract with the Town.

The awarded vendor shall be responsible for replacing the present equipment with minimal disruption to Town operations.

A. Multi-Function Machines:

- All machines installed at the beginning of the contract must be new machines and all machines are to be current retail models and digital with the latest technology. A “new” machine is defined as newly assembled for first-time use with new components and manufactured within six months of the date of the contract award. No factory-refurbished machines will be accepted unless agreed upon by the Town. Town departments may request new machines without limitation on the number or type of proposed machines during the term of the contract.
- All equipment added to the contract after the Effective Date must be approved in advance by way of a written contract amendment and signed by the appropriate Town officials. Should the Town approve used machines at any point in the term of the contract, the Town may request a record of service for each used machine. Machines with a history of maintenance problems will not be accepted. All equipment added during the term of the contract must have a manufacture date no earlier than six (6) months before the effective date of the contract.
- The title (ownership) of each machine will remain with the awarded vendor and never be passed on to the Town. In addition, the Town will not be responsible for any taxes other than applicable sales taxes.
- All equipment proposed must have a meter or other device to measure impressions that will be able to be accessed for easy reading. In addition, the user must be able to separate the meter monthly counts by department and B&W and color usage. The equipment console display must signal the user of the need for paper, toner, developer, or of the occurrence of paper jams and/or misfeeds. Controls should also include exposure adjustments for print quality.

- Upon the contract award, it will be the vendor's responsibility to ensure that the equipment proposed for each location is capable of fitting into the space provided, and the voltage supply and electrical plug are adequate for the machines being proposed. Changes of electrical outlets or the addition of network connections will be coordinated with the Town point of contact, as needed, at the expense of the Town. The vendor will not be required to supply a multi-function machine to any location at which the Town does not approve a network connection.

B. Device Supplies:

- All supplies, maintenance items, and repair parts relating to equipment proposed in this proposal are the sole responsibility of the vendor, with the exception of paper and staples. All parts supplied by the vendor will be Original Equipment Manufacturer (OEM) for the term of the contract. No generic parts will be allowed. The vendor will be responsible for keeping an adequate stock of supplies and repair parts so that no Town department has an unreasonable delay in productivity.
- Town departments can be serviced on an as-needed basis with no department waiting longer than three (3) days for supplies replenishment after notifying the vendor of low supply volume. It is acceptable for the vendor to supply the departments with extra supplies, if space is available, so that it will not be necessary to service on a daily basis.
- Power cords, surge protectors (if required), network connection cords, and any other required cords or connection devices, must be provided for each multi-function machine by the vendor.

C. Scanning:

- All multi-function machines under the contract will have the ability to scan documents into a minimum of:
 - TIFF
 - JPEG
 - PDF
- Single-pass duplex scanning will be preferable.
- It is expected that all multi-function machines, regardless of model, will have the ability to scan documents at a minimum of 600 x 600 dpi with OCR technology.
- It is expected that all multi-function machines will have the ability to connect to the Town's e-mail system user listing via Active Directory and scan to e-mail using any of the file formats listed above.
- It is expected that all multi-function machines will be able to scan to network file shares.
- Scanning functions should be configurable from the network and all devices should include a software package that allows for device management. The ability to scan in color, even from a monochrome-printing multi-function machine, is preferred.

- The vendor must include any software or hardware needed to complete the proposed scanning services in their proposal as part of the standard pricing program.

D. Faxing:

- The Town requires multi-function machines that are capable of sending faxes through analog lines that are converted to digital via the existing VOIP Voice Gateway Routers.
- It will be preferable that any software necessary to send or receive faxes be integrated into the printer driver
- All outbound faxing will be provided at no cost to the Town. All inbound faxing resulting in a printed impression and any printed fax confirmation page will be an impression for purposes of invoicing under the contract. Each vendor must include any software or hardware needed to complete the proposed fax services in their proposal as part of the standard pricing program.
- The multi-function machine must have a secure fax modem, meaning that it cannot be used by unauthorized individuals to gain access to documents or to the Town's network. Please document how the multi-function machines in your proposal are protected from this type of intrusion. Also, please document any security risks.

E. Network Printing:

- Each multi-function machine must be able to print documents at a minimum of 600 dpi.
- All network printing to multi-function machines must be invoiced to a specific department by use of account code set up.
- The Town is interested in using Active Directory to identify employees for use at all network devices.
- Note in your proposal if a stand-alone print server is required or if the device will function as just another printer on the network. Any required hardware such as a print server or required software must be included in your proposed costs.

F. Department Charges:

Each device must support the ability to program access codes for the purpose of distributing monthly costs at the Town level. This capability must be available for both copy and print items. The ability to associate access codes to Active Directory groups or users will be preferable.

G. Paper:

- All multi-function machines and print devices must have the ability to effectively utilize #4-20 lb. xerographic bond paper and a range of other paper of various weight and finishes, **including recycled paper**, with at least thirty percent (30%) post-consumer fiber.
- No equipment may be proposed which requires special or coated paper unless required by the department and approved by the Town Manager.

H. Addition of Multi-Function Machines During Installation:

Every attempt has been made to identify and correctly determine the need of all Town departments; however, machines will likely be missed during the preparation of this RFP. The vendor must allow equipment to be added to the contract without any change in the cost-per-impression. Also, some departments may wish to upgrade the equipment they have been assigned in this RFP. No machine upgrade will be allowed to take place without the approval of the Town point of contact and a written amendment to the contract.

I. Machine Service

The vendor must devise and clearly explain a procedure for service and maintenance for all machines. Vendor will devise and clearly explain a Service Call System that will benefit the Town and work within the vendor's capabilities. The Service Call System must provide the following at a minimum:

- The department will notify the vendor directly when an issue arises.
- The vendor must have, at a minimum, a service response program that is available from 8:00AM to 5:00PM Monday thru Friday. All calls to the vendor placed between 8:00AM to 5:00PM Monday thru Friday must be answered by a representative of the vendor.
- The Town service response shall, at minimum, include a phone call within one hour and a technician on site within five (5) hours or better from the initial call for service.
- If the service technician cannot repair the machine at the initial service call, a sign must be affixed to the machine giving a date and/or time the machine will be back in service.
- All service calls must be tracked and updated in a computerized Service Call System (SCS), preferably accessed by the Town point of contact, via a website over the internet. The SCS must be able to generate reports for service history by machine. The SCS must be able to report, in hours, how long each machine experienced downtime per call and must be able to give a total number of hours downtime, by machine, per month. The SCS must be capable of reporting problems by machine on a monthly basis. The SCS must be kept up to date at all times during the contract with accurate information about each machine's location, service history, identification number, and machine features.
- The vendor must address how to cover service for departments that have after hour emergencies (i.e. Emergency Operations Center, Sheriff's Department, etc).
- A Service Technician with adequate training and available time to service the Town's needs shall be employed by the vendor. A back-up Service Technician must be in place at all times during the contract, at no additional cost to the Town, in case of illness or other reasons the assigned Service Technician is not available to meet the needs of the Town.
- The Service Technician must notify the ITS Helpdesk upon completion of all service requests.

J. Replacement of faulty machines.

Once a copier has been distinguished as a faulty machine, or after five service calls for the same problem within a three (3) week period, the machine shall be replaced at the discretion of the Town point of contact with the same or a superior model.

Devices already in place will be assessed and vendor will offer all inclusive service on those as well at a cost per page to include device replacement during the contracted term in the event of failure. In addition, vendor will offer replacement models for devices that are aged or reaching end of life. This will be assessed and the specific cost per page offered will be provided as part of this agreement.

K. Hard Drive Requirements

Upon request, all devices equipped with hard drives, placed as part of this agreement will be erased (DOD standards) using factory procedures by trained personnel unless the Town wishes to obtain the hard drive for disposal.

IV. ADDITIONAL TOWN REQUIREMENTS

A. Insurance Requirements

Vendor shall maintain insurance from companies licensed to write business policies in North Carolina, with an A.M. Best rating of "A" or higher, and acceptable to the Town, of the kinds and minimum amounts specified below.

Certificates and Notice of Cancellation. Before commencing work under this contract, Vendor shall furnish Town with certificates of all insurance required below. Certificates shall indicate the type, amount, class of operations covered, effective date and expiration date of all policies, and shall contain the following statement:

"The insurance covered by this certificate will not be cancelled or materially altered, **except after thirty (30) days written notice** has been received by Town".

The Certificate of Insurance, naming the Town of Clayton as an additional insured on Vendor's Commercial General Liability and Auto Liability Policies, shall be further evidenced by an actual endorsement furnished to the Town from the insurer within thirty (30) days of the signing of the contract between the vendor and the Town.

Workers Compensation and Employers Liability Insurance. Covering all of the vendor's employees to be engaged in the work under this contract, providing the required statutory benefits under North Carolina Workers Compensation Law, and employers liability insurance providing limits at least in the amount of \$100,000/500,000/100,000 applicable to claims due to bodily injury by accident or disease.

Commercial General Liability. Including coverage for independent vendor operations, contractual liability assumed under the provisions of this contract, products/completed, operations liability, and broad form property damage liability insurance coverage. The policy shall provide liability limits at least in the amount of \$1,000,000 per occurrence, combined single limits, applicable to claims due to bodily injury and/or property damage. **The Town of Clayton shall be named as an additional insured under this policy.**

Automobile Liability Insurance. Covering all owned, non-owned and hired vehicles,

providing liability limits, at least in the amount of \$1,000,000 per occurrence combined single limits, applicable to claims due to bodily injury and/or property damage.

B. Indemnify the Town

Vendor agrees to protect, defend, indemnify and hold the Town, and its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, recoveries, costs, charges, and other expenses or liability of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and character in connection with or arising directly or indirectly out of this agreement and or the performance hereof. Vendor further agrees to investigate, handle, respond to, and provide defense for any such claim at his sole expense.

C. Termination of Contract

The Town reserves the right to cancel the contract by giving a sixty day written notice. This is in addition to a fiscal year end cancellation caused by lack of funding. Any cancellation as described herein will not be considered a breach of contract and will not be subject to penalty payments or removal charges.

D. E-Verify

As a condition of payment for services rendered under this agreement, Vendor shall comply with the requirements of Article 2 of Chapter 64 of the General Statutes. Further, if Vendor provides the services to the Town utilizing a subcontractor, Vendor shall require the subcontractor to comply with the requirements of Article 2 of Chapter 64 of the General Statutes as well. Vendor shall verify, by affidavit, compliance of the terms of this section upon request by the Town.

**Recommended Minimum Device Specifications
Multi-Functional Copier Devices
For
Town of Clayton, NC**

Black/White/Color Multi-Functional Copier

<u>Avg. Monthly Volume</u>	<u>PPM</u>
Level 6: 35,000	70 - 85
Level 5: 30,000	55 - 65
Level 4: 25,000	40 - 50
Level 3: 20,000	35 - 40
Level 2: 15,000	25 - 30
Level 1: 5,000	15 - 20

- Original Copy Size: For all units; 5.5 x 8.5, 8.5 x 11, 8.5 x 14, and 11 x 17.
Types of Originals: Typed pages, invoices, drawings, ledgers, checks, photocopies, handwritten forms (pencil/ink), magazines, book text, FAX copy, photographs, transparencies
Image: Zoom feature for reduction/enlargement, lighten/darken
Feeder: Automatic
Finisher: See specific copier/printer
Duplex: All copiers/printers must have automatic feed with duplex two-sided copying ability.
Power: 110 - 120 volt, 220 volt where applicable
Style: New digital technology, standard supplies
Console stand: Included where applicable

Other Features for consideration:

1. All units **must** be network capable for print, copy, fax and scan. Scanning options shall not create a click charge. Faxing options shall not create a click charge. No additional hardware will be required for faxing, scanning, copying or printing.
2. Printer language must be PCL 6 and compatible with Postscript.
3. All units must have enough onboard RAM to provide satisfactory performance for end users and printer management personnel.
4. Must have Graphical User Interface (GUI) access through the web to allow for monitoring copier functions such as viewing paper supply, toner supply, staples supply, copiers status, and online reading of meters.
5. Must be able to scan images to e-mail, network and file share.
6. All units should provide standard FAX modem with 33.6 Kbps minimum. All units must meet ISO 15408 Security Standards.
7. Additional storage, if available, must be encrypted and only readable by that device.

Options for consideration where applicable

- Finishers - possible requirements
 - Stapling

- Hole punch
- Large capacity paper trays
- Convenience stapler
- Color

Level Recommendations:

Level 3-6:20,000 - 35,000 (BW and Color models)

- Speed minimum Level 6:70 BWP/60 PPM
- Speed minimum Level 5: 55 BWP/45 PPM
- Speed minimum Level 4: 40 BWP/35 PPM
- Speed minimum Level 3: 35 BWP/30 PPM
- Quantity Indicator: One to nine hundred ninety-nine
- Finisher: Capacity 50 sheets per set when stapling, 3-hole punch and sorting capabilities.
- Paper Trays: Large capacity (2500 sheet minimum) 8.5 x 11 tray and a minimum of 2 paper supplies trays that will hold up to 500 sheets of 8.5 x 11 paper each.
At least one tray must be able to adjust for 8.5 x 11, 8.5 x 14, and 11 x 17 paper.
- Must be capable of processing card stock at 110 lb.
- Reverse document feed and scan.
- Finisher: Capacity 50 sheets per set when stapling, and sorting capability.
- 3 hole and 2 hole punch.

Level 2: 6,000 - 15,000 (BW and Color Models)

- Speed minimum 35 BWP/20 PPM
- Quantity Indicator: One to nine hundred ninety-nine.
- Paper Trays: Minimum of 2 paper supplies trays that will hold up to 500 sheets of 8.5 x 11 paper each. At least one tray must be able to adjust for 8.5 x 11, 8.5 x 14, and 11 x 17 paper
- Optional Finisher: Capacity 50 sheets per set when stapling, 3-hole punch and sorting capability.

Level 1: 2,000 - 7,999 (BW and Color Models)

- Speed minimum 15-20 PPM
- Quantity Indicator: One to ninety-nine.
- Paper Trays: Minimum of 2 paper supplies trays that will hold up to 500 sheets of 8.5 x 11 paper each. At least one tray must be able to adjust for 8.5 x 11, and 8.5 x 14paper. Must be capable of processing card stock at 67 lb.
- Optional:
 - Finisher: Capacity 50 sheets per set when stapling, and sorting capability.
 - 3 hole or 2 hole punch

Color Multi-Functional Copier/Printer

With the increased demand for full color copying and printing, departments have requested access to color copying. These units will be used by departments to accommodate their current need for black and white copying, printing, faxing, and scanning as well as for full color output. The Town will attempt to strategically locate several machines to share between departments. There are a

couple of locations recommended for a designated color capable copier. The monthly click charge for full color copies and prints will be billed based on the color copy count for that machine. The Town must be able to separate the B&W and color count per machine and department code. The black and white click charge must be the same as all other monochrome photocopiers.

Administrative Requirements

- A. Vendor must provide a single designated account manager to work with the Town as a point of contact who will have full authority over the contract, equipment and personnel who will be assigned to the Town. This individual should have experience in the copier business with a background in service, sales and management. Also, include the number of additional personnel and the responsibilities of those who will be assigned exclusively to the Town.

- B. The vendor must provide one monthly invoice in an electronic format emailed to the appointed Town contact. The monthly invoice will include all costs associated with the monthly cycle counts from departments. The invoice shall, at minimum, include:
 - a. Invoice number
 - b. Bill date
 - c. Department name and location
 - d. Machine serial number and ID number
 - e. Machine make/model
 - f. Current meter reading
 - g. Previous meter reading
 - h. B/W volume for month
 - i. Color volume for month
 - j. Service copy counts performed by vendor (applied as credit)
 - k. Total month volume
 - l. Dollar amount for each machine
 - m. Total of all machines

- C. The copier counts are due at the end of the month for the prior month's usage. It is preferred that counts should be reported online. The invoice should be issued after the first of the month. The account payable term is 30 days from date of invoice.

Request for Proposals Bid Sheet
Comprehensive Multi-Functional Copier Cost per Copy Program
For
Town of Clayton, NC

Bid furnished by: _____

Address: _____

Telephone #: _____ Fax #: _____

Tax ID #: _____

I (we) have carefully examined the Bid Information, reviewed the Bid Specifications, and all Addenda and therefore furnish the bid proposal as shown below.

BID PROPOSAL:

(60) Sixty month contract

Price Per Copy Black & White: \$ _____

Price Per Copy Full Color: \$ _____

NOTE: Black & white copies made on color photocopiers will be quoted at the same Price Per Copy rate as the Black & White rate listed above.

Alternate Bid Proposal:

The Town will consider additional proposals other than described above if it is evaluated and deemed to be in the best interest of the Town based, on the committee review. Please attach additional proposals as separate pages added to the bid response. Include both a summary and detail.

Name of Point of Contact dedicated to the Town of Clayton:

Name Phone Number Email

Additional personnel who will be dedicated to the Town and their responsibilities:

Name/	Responsibility
_____	_____
_____	_____
_____	_____

References for whom you have done business in the last (3) three years (preferred consideration for Town/City entities):

Name of Contact	Company	Phone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____

Date of Bid Proposal: _____

By: _____
Authorized signature

Printed Name: _____

Title: _____

Address: _____

Phone: _____ Cell: _____

Fax: _____ E-mail: _____

Attachment A – Town of Clayton Multi-function Device List

Model Name	speed (b/w/color)	Type	Location	Serial Number	Lease Expiration Date	Trays	Color (Y/N)	Duplex Printing	Staple	Hole Punch	Fax	PCL	Other
IR1025	25	MFD	1000 DURHAM ST WATER	DRL38899	3/11/2014	1	N	Y	N	N	Y	Y	desktop model
ADVC2020	20/20	MFD	100 S. Church St. Library	FAH12832	2/17/2016	2	Y		N	N	N	Y	Direct Print Kit
IR1730iF	32	MFD	100 S. Church St. Library	HHC01250	2/17/2016	2	N	Y	N	N	Y	Y	
ADVC7055	55/55	MFD	111 E. 2nd St. Admin	HJZ51031	3/11/2016	5	Y	Y	Y	Y	Y	N	PostScript
ADVC5235	35/30	MFD	715 Amelia Parks and Rec	JWH04156	6/8/2016	4	Y	Y	Y	Y	Y	Y	
IRADVC222	25/25	MFD	325 Horn Fire	LYD01466	6/12/2016	2	Y	Y	Y	N	Y	Y	
IRADVC223	30/30	MFD	111 E. 2nd Planning	LYA01307	6/12/2016	2	Y		Y	N	Y	Y	Direct Print Kit
IR1025	25	MFD	111 E 2ND ST	DRL61101	7/5/2016	1	N	Y	N	N	Y	Y	desktop model
ADVC2020	20/20	MFD	653 NC HIGHWAY 42 W	FAH16424	8/6/2016	2	Y	Y	Y	N	Y	Y	Direct Print Kit
IR2535i	35	MFD	315 E 2ND ST POLICE	FUM31993	11/21/2016	2	N	Y	N	N	Y	Y	
IR2535i	35	MFD	315 E 2ND ST POLICE	FUM31994	11/21/2016	2	N	Y	N	N	Y	Y	
IR2535i	35	MFD	315 E 2ND ST POLICE	FUM31998	11/21/2016	2	N	Y	N	N	Y	Y	