

REQUEST FOR PROPOSALS

Comprehensive Photo Copier Management Services

RFP-MC-2015-0004



MADISON COUNTY PURCHASING DEPARTMENT
138 NORTH COURT STREET
PO BOX 635
WAMPSVILLE, NY 13163
PHONE (315) 366-2247 FAX (315) 366-2502

Release Date: September 21, 2015

1. INTRODUCTION

A. Background

- i. Madison County currently has a contract with Usherwood/Canon to provide comprehensive photocopier management services for many County departments through lease and service agreements. The term of said contract expires December 31, 2015.
- ii. Of primary importance to our departments, and other participating entities, is that a quality machine, serviced properly, and capable of supporting the department's and County's mission.
- iii. The purpose of this Request for Proposal ("RFP") is to continue to provide comprehensive, quality photocopy, scanning, printing and fax services for the various departments of Madison County government through a competitive procurement.

B. Project Description

- i. Madison County is seeking proposals to provide photocopying, scanning, printing and fax services to the enclosed list of departments, by providing at least the machine specified (or a comparable or better model or suggested model to provide savings based on vendor analysis of current machines use) with all specified features, together with the support and maintenance required to keep the machines in good repair and operating order, including service, parts (drums where applicable), all supplies (excluding paper), labor, record-keeping, operator training and technical assistance. The implementation date of this county-wide comprehensive photocopier management program is to be in place and work on January 4, 2016.

C. Project Objectives

- i. Madison County's objectives in issuing this Request for Proposals include:
 1. Save money by formalizing the competition for the photocopying services entered into by Madison County annually.
 2. Provide to departments the level of quality photocopying, scanning, printing and fax services required to meet their needs at the lowest possible cost.
 3. Reduce the number of printers, copiers and fax machines by better utilizing multi-function devices (MFD's).
 4. Standardize all multifunction machines for ease of use and maintenance.
 5. Automate the monitoring of copier status, reporting of copy counts and billing.
 6. **Optional** — Managed print/copy services software to allow us to take control of our office printing/copying by identifying and controlling our printing costs.

D. Project Organization

- i. Proposals submitted through this process will be evaluated by a number of Madison County Department Heads and approved by the Government Operations Committee.
- ii. Vendors will submit a proposal according to the Schedule in Appendix B. Upon submittal of all proposals, vendors may be required to review their proposals in subsequent meetings with Madison County.
- iii. Upon acceptance of an RFP, the successful responder will be required to approve and sign a standard Madison County contract.

2. PERIOD OF PERFORMANCE

- A. All proposals shall be predicated on a period of performance commencing January 2016 through December 2016 upon full execution of a contract with the selected vendor in December 2015.
- B. The County reserves the right to extend this contract upon successful execution of the current term for up to one year.

3. RFP REQUIREMENTS

A. Criteria for Proposal Acceptance

- i. In order for proposals to be evaluated and considered by the Madison County Government Operations Committee, each vendor must respond to this invitation by providing all data required herein. Upon approval by the Madison County Government Operations Committee, the proposal must receive final approval by the Madison County Board of Supervisors.
 - ii. Any contract(s) resulting from this RFP will be awarded only to responsible prospective vendors. In order to qualify as responsible, a vendor must be able to demonstrate that they can meet the following criteria in providing the services contemplated:
 1. Have the necessary experience, organization and technical skill to provide required onsite maintenance of the make and model photocopiers proposed to be supplied in each department. This will be demonstrated by providing references who can attest to the vendor's support of the proposed equipment.
 2. Have a satisfactory record of performance in past contracts with Madison County or, if the vendor has not previously performed services for Madison County, provide at least three references in providing similar services. References must show that the vendor has long term experience with the proposed equipment.
- B. This RFP is intended to provide interested firms with an opportunity to demonstrate their qualifications for this project. The content of the proposal shall include the following information and should be numbered as follows:

i. Capabilities:

1. Provide a brief description of the copier service your company could offer Madison County as the vendor of copiers to our facilities for a three year period.
2. Copiers must meet the needs of the specific county department. Digital copiers must integrate with the existing computer network. Fax, printer and scanning capabilities where applicable are also desired. The County desires to maximize the use of copiers for printing and scanning purposes where possible.
3. Unique needs of individual departments, as well as reasonably foreseeable future upgrading should be addressed. A provision for additional machines needed during the life of the contract should also be addressed.
4. A proposed plan based on the Schedule described in Appendix B for the installation of copiers should be provided. The Vendor will replace all copiers provided under the current program.
5. This RFP contains Appendix A, which details the currently installed copiers and copy counts with averages per month and Appendix C, detailed floor plans of all departments showing all copiers, printers and fax machines. The vendor will supply a "best case" scenario showing placement of multifunction devices to replace various exiting printers, copiers and fax machines. The make and model of photocopier being offered by the Vendor in each instance for that department should be noted.
6. Current complete supporting literature indicating the performance characteristics of each make and model being proposed for each department. A minimum of one (1) such supporting documentation must be provided for each make and model photocopy machine being proposed for each department. This provision must be followed by the Vendor even if the photocopier being proposed is the same as currently used by the department.
7. Description of the ability and process to produce a monthly, single, automated report detailing the counts from all installed copiers and broken down by Department name.
8. Description of automated tool to continuously monitor copier status and report potential problems and supply needs either to the assigned County personnel or directly to the vendor.
9. All copiers must have the ability to hold faxes and release them upon entry of a secure code.
10. All copiers must have the ability to hold print jobs and release the job upon entry of a secure code.
11. Central Services has the following copier requirements:
 - a. Monochrome:
 - i. Minimum 95 copies per minute
 - ii. Duplexing

- iii. Scanning
- iv. Network
- v. 100 sheet stapling (multi position)
- vi. 3 + 2 hole choice (user choice)
- vii. Saddle stitch / booklet finisher
- viii. Cover inserter (interposer)
- ix. Large capacity paper deck
- x. Stack bypass
- xi. Print NCR brand carbonless paper
- xii. Accounting system for department charge back

b. Color:

- i. 50 copies per minute – minimum
- ii. Duplexing
- iii. Color scanning
- iv. Network
- v. Fax
- vi. Upgraded finisher with multi-position stapling and booklets
- vii. Stack bypass
- viii. Fiery print controller
- ix. Accounting system for department charge back
- x. 11X17 capability

c. The vendor must supply a specific make and model for these copiers and product documentation detailing the copiers' technical specifications.

12. Central Management capability - Copiers must have network capability and the ability to change and monitor all copier settings and status from a central desktop utility.

13. Madison County currently utilizes Hyland Software's Onbase product for document scanning. The vendor should describe, if available, the device's scanning capabilities and any direct interface to the Onbase® product.

ii. Cost Proposal –

1. A clear and precise statement as to the ability of the vendor to provide the proposed machines (or an agreed upon superior substitute) not later than the program implementation date as described in Appendix B.
2. Options and figures contained in proposals should be provided for a one (1) year time period with an optional one (1) year extension.
3. Proposals for this program should contain a cost per copy price which includes the machine specified, all features, together with the support and maintenance required to keep the machines in good repair and operating order, including service, parts (drums where applicable), all supplies (excluding paper), labor, record-keeping, operator training and technical assistance.
4. Towns and villages of Madison County shall be offered the same pricing with billing to be done directly to the municipality.

5. Any other additional information determined by the vendor necessary to meet the requirements of this RFP.

iii. Maintenance and service

1. Trouble calls must be responded to within four (4) hours of the initial complaint on normal business days. Machines which cannot be repaired within two (2) business days must be replaced with a photocopier of equal or better quality.
2. The Vendor must provide: the copiers, all supplies (except paper), service, maintenance, parts, record-keeping, operator training and technical assistance.
3. The Vendor will maintain monthly contact with a designated individual from the Madison County Purchasing and IT Departments.
4. Phone Support guidelines and procedures, including a toll free number and instructions on what information needs to be supplied to obtain prompt support.
5. An account representative shall be assigned to service the Madison County account for the length of the contract, with name, office and cell phone number provided. This representative will be contacted only by the Madison County IT Director or Purchasing Agent for questions relating specifically to the contract or service escalation issues.
6. References of successful service provided to at least three similar Complete Copier Management Programs with other Counties, School Districts or Government Agencies.
7. Provide schedules and details of maintenance and service to be provided
8. Provide schedules and details of billing system. **Billing must be based on vendor electronically captured copy counts and must be separated by County department.**
9. Vendor to specify any and all duties required by Madison County and Madison County personnel needed to implement and

4. QUESTIONS

- A. All questions in regard to the project will be accepted by email only.
- B. All questions must be received no later than 10:00 AM on October 8th, 2015
- C. All questions shall be directed to:

Paul Lutwak
IT Supervisor
138 North Court Street
Wampsville, NY 13163
paul.lutwak@madisoncounty.ny.gov

- D. All answers to questions submitted will be sent in an addendum by email, no later than 2:00 PM on October 9th, 2015

5. SELECTION

A. General

- i. Madison County will utilize qualifications based selection. The successful firm shall demonstrate their understanding of the project, their ability to meet the technical and administrative requirements, and their ability to provide sufficient qualified staff to maintain the project schedule in a cost efficient manner.
- ii. **Madison County reserves the sole right to reject any and all Proposals deemed not responsive; to negotiate with qualified contractors, or to cancel this RFP in part or in its entirety.**
 - 1. This RFP does not commit Madison County to award a contract(s) or pay any costs incurred in the preparation of a proposal in response to this request.

B. Evaluation Criteria

- i. Proposals will be evaluated using the following criteria

EVALUATION CRITERIA	MAXIMUM POINTS
Project Understanding & Approach	20
Experience of Firm with Similar Projects	10
Experience, Qualifications and Availability of Key Personnel	10
Proposed Cost	60
Total	100

C. Selection and Procurement Schedule

- i. Madison County anticipates the following procurement schedule:

Question received no later than 10:00 AM	October 8, 2015
Responses to Questions will be emailed by 2:00 PM	October 9, 2015
Receive Proposals	October 15, 2015
Complete Proposal review	October 29, 2015
Tentative designation	October 29, 2015
Execute contracts	November 10, 2015

- D. Interested firms are required to submit one (1) Original and two (2) copies of their proposal addressed to:

Nicole Schafer-Farino
Purchasing Agent
Madison County Purchasing Department
138 North Court Street
PO Box 635
Wampsville, NY 13163

E. RFPs shall be received no later than 2:00 pm on October 15, 2015. Proposals will not be opened publicly.

6. Directions for Submission of Proposals

A. Sealed Proposals, three (3) hard copies, one (1) hard copy must be clearly marked original and (2) hard copies must be clearly marked copy will be received by the County Purchasing Agent, Madison County Office Building, 138 North Court Street, Wampsville, NY 13163 until Thursday, October 15, 2015, 2:00 p.m. EST. *Note: Packages not containing the required number of copies will be automatically rejected.*

i. All proposals shall be marked:

1. RFP-MC-2015-0004, COMPREHENSIVE PHOTO COPIER
MANAGEMENT SERVICES

- ii. Submitters shall include all documents necessary to support their proposal in the sealed package.
- iii. Submitters shall be responsible for the delivery of proposals during business hours to the address indicated in the RFP. It shall not be sufficient to show that the proposal was mailed in time to be received by the scheduled closing time.

B. No proposal will be considered which is not accompanied by all required documentation and signed by the proposer.

C. Proposals must be received on or before the specified time and date. Proposals received after the specified time will be returned unopened.

D. Proposal information is restricted and not publically available until after the award of the contract by the Purchasing Department.

- i. All information and materials submitted will become the property of Madison County. Vendors should not submit proprietary or confidential business information unless the vendor believes such information is critical to its presentation. Such information should be clearly identified as such. Madison County will protect such proprietary or confidential information only to the extent which the law allows.

E. Proposal Format

- i. Proposals must be typed or printed on 8 ½ x 11 inch paper (larger paper is permissible for charts, spreadsheets, etc.) and placed with tabs delineating each section. Pages shall be sequentially numbered within document sections, following the format described below. The proposal must be organized and indexed in the following format and must contain, at a minimum, all listed items in the sequence indicated.

1. Cover Section

- a. Cover Page
 - i. Full proposal name
 - ii. Submission date and time
 - iii. Proposer's name
 - iv. Name and contact information for the single point of contact for all phases of the project, if different than the Proposer
- b. A cover letter highlighting any special features of the Proposal
- c. A signed copy of the "Request For Proposal" page attached to this document on page 16
- d. A signed copy of the "Iran Divestment Act" page attached to this document on page 17

2. Capabilities

- a. Each response should be addressed with the numeric correlation list above.

3. Cost

- a. Each response should be addressed with the numeric correlation list above.

4. Maintenance and Service

- a. Each response should be addressed with the numeric correlation list above.

ii. SUBMITTER RESPONSIBILITIES

1. Proposal Certification, Verification, and Signature
2. Unsigned proposals will be eliminated
3. It is the sole responsibility of the submitter to assure that they have received the entire Request For Proposal
4. The RFP and any addenda may be secured by contacting the County Purchasing Office

7. Modification or Withdrawal of Proposal

- A. A proposal that is in the possession of the Purchasing Agent, may be altered by a letter bearing the signature or name of the authorized person, provided it is received **PRIOR** to the date and time of the opening. FAX, telephone or verbal alterations will not be accepted. A proposal that is in the possession of the Purchasing Agent may be withdrawn by the proposer up to the time of opening.

8. Preparation of Proposal

- A. Submitters are expected to examine all special provisions, specifications, schedules and instructions included in this request. Failure to do so will be at the proposer's risk.

- B. No proposal will be considered which modifies, in any manner, any of the provisions, specifications, or minimum requirements set forth in this RFP.

9. Award and Contract Information

- A. The submitter expressly warrants to the County that it has the ability and expertise to perform its responsibilities hereunder and in so doing shall use the highest standards of professional workmanship.
- B. Madison County reserves the right to reject any and all proposals; to waive any informality or technical defect in the proposals, or to award the contract in whole or in part if deemed to be in the best interest of the County to do so.
- C. This Request for Proposal shall become part of a contract for professional services and will be in effect for the duration of the contract period.
- D. The selected successful submitter will be required to enter into and sign a formal contract for services with the County with reasonable adjustments acceptable to the County. The contract language will supersede control over any language contained within this RFP that conflicts with the signed and fully executed contract

10. INSURANCE REQUIREMENTS

- A. At all times during the term of this Agreement, the Contractor and his sub-contractors, if any, shall maintain at his own cost the following insurance and shall provide proof thereof to the County, in the form of a Certificate of Insurance, prior to commencing work under this Agreement:
 - i. **Worker's Compensation Employer's Liability and Disability Benefits Coverage (statutory limits).** In compliance with the Workers' Compensation Law of the State of New York, each contractor shall provide:
 - 1. a certificate of insurance on an Acord form indicating proof of coverage for Worker's Compensation, Employer's Liability and Disability Benefits Coverage, OR
 - 2. a New York State Workers Compensation Notice of Compliance (Form C-105, Form U-26.3, Form SI-12 or Form SI-105.2P) and New York State Notice of Compliance - Disability Benefits Law (Form DB-120 or DB-20.1).
 - 3. In the event that the Contractor is exempt from providing coverage, he must provide a properly executed copy of the Certificate of Attestation of Exemption from NYS Workers' Compensation and/or Disability Benefits Coverage: Form CE-200.

- ii. **Commercial General Liability** Insurance coverage including blanket contractual coverage for the operation of the program under this Agreement with limits not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate. This insurance shall be written on an occurrence coverage form and include bodily injury and property damage liability. The County must be listed as additional insured. The additional insured endorsement for the Commercial General Liability insurance required above shall not contain any exclusion for bodily injury or property damage arising from completed operations. All construction, trade contractor, and service maintenance agreements must utilize the additional insured endorsement CG 2037 July 2004 edition. The insurance coverage shall contain a waiver of subrogation in favor of Madison County. Acceptable proof of the waiver of subrogation and the County's additional insured status may be evidenced through a copy of the policy form or endorsement.
- iii. **Automobile Liability** Insurance coverage for all owned, scheduled, hired, and non-owned vehicles with a combined single limit of liability of not less than \$1,000,000. This insurance shall include coverage for bodily injury and property damage. The County must be listed as additional insured. Acceptable proof of the County's additional insured status may be obtained by submitting a copy of the policy form or endorsement. The insurance coverage shall contain a waiver of subrogation in favor of Madison County.
- iv. **Professional Liability** with limits not less than \$1,000,000 per occurrence; \$3,000,000 in the aggregate. In the event of expiration or termination of this Agreement, each party hereto shall either maintain the abovementioned insurance coverage for a period of not less than three (3) years, or shall provide an equivalent extended reporting endorsement (commonly known as a 'tail policy').
- v. **Excess/Umbrella Liability** (for certain contracts at the discretion of the County) with limits not less than \$1,000,000 per occurrence; \$5,000,000 in the aggregate. The County must be listed as additional insured. Acceptable proof of the County's additional insured status may be obtained by submitting a copy of the policy form, endorsement or Acord insurance certificate.
- vi. **THE COUNTY OF MADISON MUST BE NAMED AS THE CERTIFICATE HOLDER AND ADDITIONAL INSURED.**
- vii. All policies of insurance referred to above shall be underwritten by companies authorized to do business in the State of New York with an A.M. Best financial strength rating of A or better. In addition, every policy required above shall be primary insurance and any insurance carried by the County, its officers, or its employees shall be excess and not contributory insurance to that provided by the Contractor. The Contractor and his sub-contractor(s), if

any, shall be solely responsible for any deductible losses under each of the policies required above.

- viii. Payment(s) to the Contractor may be suspended in the event the Contractor and his sub-contractor(s), if any, fails to provide the required insurance documentation in a timely manner.
- ix. Prior to cancellation or material change in any policy, a thirty (30) day notice shall be given to the County Attorney at the address listed below:

Madison County Attorney
County Office Building
138 North Court Street
Wampsville, New York 13163

- x. Acceptable proof of the thirty day notice provision may be obtained by submitting a copy of the policy form, endorsement or Acord insurance certificate. On receipt of such notice, the County shall have the option to cancel this Agreement without further expense or liability to the County, or to require the Contractor to replace the cancelled insurance policy, or rectify any material change in the policy, so that the insurance coverage required by this paragraph is maintained continuously throughout the term of this Agreement in form and substance acceptable to the County. Failure of the Contractor to take out or to maintain, or the taking out or the maintenance of any required insurance, shall not relieve the Contractor from any liability under this Agreement nor shall the insurance requirements be construed to conflict with or to limit the obligations of the Contractor concerning indemnification.
- xi. All losses of County property shall be adjusted with and made payable directly to the County.
- xii. All Certificates of Insurance shall be approved by the County's Director of Risk Management or designee prior to commencement of any work under this Agreement.
- xiii. In the event that claims in excess of these amounts are filed in connection with this Agreement, the excess amount or any portion thereof may be withheld from payment due or to become due the Contractor until the Contractor furnishes such additional security as is determined necessary by the County.

Management									
Department of Solid Waste & Recycling - Landfill Admin	iR4025								
Department of Solid Waste & Recycling - Landfill Operators	iR1025iF								
District Attorney's Office	iR4035								
E-911 Communications	iR4025								
Fire Coordinator	iR1025iF								
Highway Department	iR4025								
Information Technologies	iR1025iF								
Madison County Sheriff's Office - Civil Division	iRC2030								
Madison County Sheriff's Office - Jail Control	iR4025								
Madison County Sheriff's Office - Squadroom	iR4025								
Madison County Sheriff's Office – New Building	iR4025								
Maintenance Department	iR1025iF								
Mental Health Department	iR6055								
Mental Health Department	iR1025iF								
Mental Health Department	iR1025iF								
Office of Real Property Tax Services	iR4025								

Personnel Department	iR4025								
Planning Department	iR4035								
Probation Department	iRC2030								
Probation Department File Room	iRC2030								
Public Health First Floor/Basement	iR4025								
Public Health Second Floor/Main Level	iR4025								
Public Health Second Floor/Main Level	iRC2030								
Treasurer's Office	iR4035								
Veterans Service Agency	iR4035								
WIA	iR4025								
Total									

REQUEST FOR PROPOSALS

RFP Ref#: RFP-MC-2015-0004

Title: Comprehensive Photo Copier Management Services

Closing Date and Time: October 15, 2015 14:00 hours (EST)

Deliver To:

Ms. Nicole Schafer-Farino
Madison County Purchasing Agent
County Office Building, 2nd floor
138 North Court Street
P.O. Box 635
Wampsville, New York 13163

In compliance with the RFP specifications and the conditions of submitting a proposal, I the undersigned, offer and agree to furnish any or all supporting materials upon which consultant services are determined, to the County within the time specified.

I (we) further certify that I have not been debarred, suspended, or otherwise made ineligible for participation in Federal Assistance programs under Executive Order 12549 Debarment and Suspension: as described in the Federal Rules and Regulations.

I certify that this proposal is made without prior understanding, agreement or connection with any corporation, firm or person submitting a proposal for the same services and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of the proposal and certify that I am authorized to sign this proposal.

Name and Address of Record _____

State of Incorporation _____

Telephone Number _____ FAX Number _____

Mailing address _____

Federal ID Number _____

Authorized Signature _____

Print/Type Name _____

Title _____

CERTIFICATION OF COMPLIANCE WITH THE IRAN DIVESTMENT ACT

As a result of the Iran Divestment Act of 2012 (Act), Chapter 1 of the 2012 Laws of New York, a new provision has been added to the State Finance Law (SFL), § 165-a, effective April 12, 2012. Under the Act, the Commissioner of the Office of General Services (OGS) will be developing a list (prohibited entities list) of “persons” who are engaged in “investment activities in Iran” (both are defined terms in the law). Pursuant to SFL § 165-a(3)(b), the initial list is expected to be issued no later than 120 days after the Act’s effective date, at which time it will be posted on the OGS website.

By submitting a bid in response to this solicitation or by assuming the responsibility of a Contract awarded hereunder, Bidder/Contractor (or any assignee) certifies that once the prohibited entities list is posted on the OGS website, it will not utilize on such Contract any subcontractor that is identified on the prohibited entities list.

Additionally, Bidder/Contractor is advised that once the list is posted on the OGS website, any Contractor seeking to renew or extend a Contract or assume the responsibility of a Contract awarded in response to the solicitation, must certify at the time the Contract is renewed, extended or assigned that it is not included on the prohibited entities list.

During the term of the Contract, should Madison County receive information that a person is in violation of the above-referenced certification, Madison County will offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment which is in violation of the Act within 90 days after the determination of such violation, then Madison County shall take such action as may be appropriate including, but not limited to, imposing sanctions, seeking compliance, recovering damages, or declaring the Contractor in default.

Madison County reserves the right to reject any bid or request for assignment for an entity that appears on the prohibited entities list prior to the award of a contract, and to pursue a responsibility review with respect to any entity that is awarded a contract and appears on the prohibited entities list after contract award.

Signed

Title

Company Name

Sworn to before me this
_____ day of _____, 2014

Notary Public

This page Must be Signed and Returned or your Proposal will be declared Informal!