

# CITY OF LOS ALAMITOS



## REQUEST FOR PROPOSAL

### Digital Multifunction Copier Lease and Maintenance Services

**Submittal Deadline:**

5:00 p.m.

Monday, May 22, 2017

RFP Prepared by and Proposals to be provided to:

Maribel Palmer

Finance Manager

3191 Katella Avenue

Los Alamitos, California 90720

(562) 431-3538, ext. 212

e-mail address: [mpalmer@cityoflosalamitos.org](mailto:mpalmer@cityoflosalamitos.org)

## **I. SUMMARY**

The City of Los Alamitos (the City) is requesting proposals from qualified firms for a 5-year contract for the provision of 1 color multi-purpose digital copy machine, based on “Cost Per Copy” pricing wherein the successful applicant supplies the copier, training, maintenance, repairs, parts and ALL consumables (except paper). Successful applicant shall install new machines at:

Police Department – 3201 Katella Avenue, Los Alamitos, CA 90720

## **II. IMPORTANT DATES**

Proposals are due by 5:00 p.m. PST, May 22, 2017.

Successful Bidder notified by June 1, 2017.

City Council award of copier lease on June 19, 2017.

Installation of Copiers July 3, 2017.

*\*Dates may be subject to change*

## **III BACKGROUND**

The City currently leases one (1) color multi-function copy machine. The specific models are as follows:

Konica Minolta Bizhub C454e Color (*located at the Police Department*)

The City wishes to enter into a new lease for a replacement copier with similar or better capabilities as the copier being replaced. Service is a key component in this RFP and the successful applicant shall need to provide excellent service with minimum impact or disruption to the City. The proposals will be evaluated based on the criteria set forth in the Scope of Services. This is a firm, fixed price RFP for a Cost-per-Copy program on a five-year contract.

## **IV. SCOPE OF SERVICES**

The City intends to enter into a five (5) year contract for: (1) new color digital multi-function copy machine. The City desires an all-inclusive agreement which shall include new equipment, installation, training, maintenance, and all consumable supplies except paper and transparencies, and removal of equipment at end of term. The proposed copiers shall meet or exceed all of the requirements as set forth herein.

- A. **Cost-per-Copy Program:** All prices shall be F.O.B. destination and shall include all materials/services specified herein in addition to any charges that

may be imposed in fulfilling the terms of the contract.

*Copy cost must include the following costs:*

- New equipment, delivery, installation, set up;
- All operating supplies (i.e., toner, developer, fuser oil, drums, rollers, circuit boards, staples, etc. with the only exception of this being paper);
- Maintenance (parts and labor);
- Necessary training of personnel; and
- Removal and delivery of equipment at the end of contract period.

- B. **Monthly Lease Cost Program:** In addition to the Cost-per-Copy Program requested above, the City also wishes to consider a fixed monthly lease payment for a term of 60 months, commencing July 3, 2017. The monthly lease proposal must be all inclusive in that all costs identified above are included.
- C. **Firm Price Fixed Contract:** It is the intent of the City to enter into a five-year contract provided funding is available. The City cannot commit funds for future years. Should funds not be available to continue the contract, the City will notify the successful applicant in writing thirty (30) days prior to cancellation of the contract. The City reserves the right to immediately terminate the contract for cause.
- D. **Equipment:** All equipment shall be new and copier offered must meet or exceed the capabilities of the current equipment and produce clear, clean copies of typical City documents on a routine basis. The equipment must be “user friendly” with an uncomplicated keyboard and the ability to have minor paper jams easily cleared by everyday users.
1. The color copier must include the following features:
    - a) Minimum 100 sheet document feeder
    - b) 45/45 pages per minute Color/Black-and-White
    - c) Up to 78 OPM scanning speed
    - d) Duplex 2-sided
    - e) TIFF, PDF, encrypted PDF
    - f) 2 GB Memory
    - g) Up to 12” x 18” scanning/copying
    - h) Warm up time 30 seconds
    - i) First copy 6 seconds or less
    - j) Enlarge and Reduce
    - k) 120v 60hz power requirements
    - l) Print/Copy/Scan capabilities
    - m) 3 paper sources total 1,150 (includes bypass)
    - n) 250 GB Hard Drive
    - o) Scan to email, FTP, SMB, Scan to USB, Scan to Sharepoint

- p) Folding Finisher 50 sheet stapling
- q) Tri-Fold 2/3 Hole Punch
- r) Faxing Capabilities

The City reserves the right to require any applicant submitting a proposal to demonstrate the brands and models offered. This documentation will occur at a mutually agreed upon place (the applicant's place of business, the City, or other site). The purpose of this demonstration will be to determine if the equipment offered meets the needs of the City and to examine copier features, copy quality, its ease of use and its ability to copy typical City documents.

- E. **Technical Service/Maintenance:** The successful proposer will provide maintenance (both preventative and remedial) during business hours (Monday – Friday, 7:30 a.m. – 5:30 p.m. PST), and provide both initial and continuous operator training. The cost of the foregoing services shall be included in the unit price per copy.
  - The successful applicant shall provide equipment certified service technicians as may be required.
  - Successful applicant will need to service the City machines at the locations indicated above in Section I.
  - The maximum service response time for on-site maintenance shall not exceed 4 working hours from the time that the City staff places the call to the repair center.
  - Guarantee uptime of 95% (from time of call to resolution of problem) per machine. This does not include any regularly scheduled routine maintenance, operator training, or toner/supply replacement. Uptime is to be calculated for any 90-day period. Machines failing to maintain 95% uptime will be removed at no cost to the City and replaced by the successful proposer with an identical model, or one with comparable features and capabilities that meets or exceeds the current level of equipment.
  - The successful proposer shall be responsible for contacting the designated key operators for copier readings each month, upon which a verbal or written/faxed reading will be relayed to the successful proposer.
  - Maintenance and service shall consist of all operating parts and supplies including toner, developer, fuser oil, drums, rollers, circuit boards, etc. (with the only exception of this being paper).
  
- F. **Return of Equipment:** Upon expiration or termination of the contract, the City shall return possession of the equipment to successful applicant in the condition in which the equipment is required to be maintained according to the contract, normal wear and tear excepted. At its sole expense, successful applicant shall cause the equipment to be removed and transported from the applicable location within the City.

## V. SUBMISSION REQUIREMENTS

The proposals must contain all of the following information:

- a) A description of qualifications including equipment and services.
- b) Provide a minimum of three (3) client references, providing the client name and contact information for each. References should be local public sector entities or businesses of similar size.
- c) Provide the cost-per-copy for each model proposed. Cost-per-copy rates must include all services, and any associated fees. Provide a fixed monthly lease charge for 60 months.

All required submission elements must be received at the City's office no later than 5:00 p.m. PST Monday, May 22, 2017. Proposals will be accepted by mail, fax or electronic submission. Such proposal must clearly indicate on the envelope, cover page or email subject line "**COPIER PROPOSAL**".

**Maribel Palmer**  
**Finance Manager**  
**City of Los Alamitos**  
**3191 Katella Ave.**  
**Los Alamitos, CA 90720**

**Telephone: 562-431-3538**  
**Fax: 562-493-1255**  
**Email: [mpalmer@cityoflosalamitos.org](mailto:mpalmer@cityoflosalamitos.org)**

All requests for information, questions and correspondence should be directed to Maribel Palmer, Finance Manager at (562) 431-3538 ext. 212 or emailed to [mpalmer@cityoflosalamitos.org](mailto:mpalmer@cityoflosalamitos.org).

## VI. ADDITIONAL TERMS AND CONDITIONS

- A. Applicants responding to this RFP do so at their own expense. The City will not consider any successful applicant costs related to this RFP or to negotiating a contract as reimbursable or as eligible costs under the contract.
- B. The City, through its City Manager, reserves the right at any time and from time to time, and for its own convenience, in its sole and absolute discretion, to modify or suspend any and all aspects of the selection process, including, but not limited to this RFP, and all or any portion of the successful applicants selection process in or subsequent to the RFP; to obtain further information from any successful applicant, to waive any defects as to form or content of the FRP or any other step in the selection process; to reject any and all responses submitted; to reissue the RFP; procure the desired services by any other means or not proceed in the procuring the services; to negotiate with any, all, or none of the respondents to this RFP as to fees, scope of services, or any other aspect of the RFP or services; to negotiate and modify any and all terms of an agreement; and to accept or reject an applicant for entry into a contract.
- C. Each applicant by responding to this RFP, waives any claim, liability or expense whatsoever against the City and its respective officer, city council, employees and agents by reason of any or all of the following: any aspect of this RFP, the selection

process or any part thereof, any informalities or defects in the selection process, the failure to enter into any agreement, any statements, representations, acts or omissions of the City, the exercise of any discretion set forth or concerning any of the foregoing, and any other matters arising out of all or any of the foregoing.