REQUEST FOR PROPOSALS (RFP)

Copiers, Multi-Function Devices and Printers:

Equipment and Maintenance

Issued January 6, 2017

Due January 31, 2017

The Village of Oak Park ("the Village") is requesting qualifications to identify vendors to assure that it is receiving the optimum level of services at a competitive price.

Responses shall be returned on or before January 31, 2017 at 5:00 PM to:

Village of Oak Park
Finance Department
Attn: RFP-
COPIER2017
123 Madison Street
Oak Park, IL 60302

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Section I. General Requirements

A. Introduction and Mandatory Terms

The Village of Oak Park ("the Village") will receive proposals from Office Equipment Vendors ("Vendors") to provide copiers and other office equipment and maintenance of the leased equipment. The Village expects to replace all of its current copiers currently under lease agreements.

Proposals will be accepted at the Village of Oak Park-Finance Department, 123 Madison Street, Oak Park, Illinois 60302 Monday through Friday, 8:30 A.M. to 5:00 P.M. Each vendor shall provide one (1) hard copy of their proposal in a sealed envelope titled "RFP-COPIER2017," as well as one (1) electronic proposal via email to jkramer@oak-park.us. Hard copies of the submission must be postmarked by January 31, 2017. Email submissions will be accepted until the close of business on January 31, 2017 at 5:00 pm. Proposals that are received by the Village after the specified time will not be accepted.

RFP inquiries must be submitted via email to: jkramer@oak-park.us no later than January 17, 2017. Responses will be provided to the known list of RFP recipients and posted on the Village's website located under the RFP section.

At a proposer's request, the Village will permit a vendor walk-thru at Village locations where existing equipment is located in order to obtain a better understanding of the equipment setup and needs of the Village. Should a proposer request a visit, a minimum of a one week notice is required by the Village.

Proposals will be reviewed and the results of the review will be presented to the Village Board of Trustees of the Village of Oak Park.

Other inquiries regarding this RFP shall be directed to: Steven Drazner, Chief Financial Officer, at sdrazner@oak-park.us. However, please keep in mind that only a minimal amount of information will be shared until the selection and award process is complete.

B. Presentation of Request for Qualifications

The Village reserves the right to select a short list of Vendors, at its own discretion, to present their qualifications, respond to questions, and supply supplemental information.

C. Vendor Notification

Vendors will be notified in writing of further inquiries and/or decisions.

D. Award of Contract

The contract will be awarded in whole or in part to the responsible vendor whose proposal, conforming to the request for proposals, will be most advantageous to the Village; price and other factors considered.

E. Taxes Not Applicable

The Village of Oak Park, as an Illinois municipality, pays neither Illinois Sales Tax nor Federal Excise Tax (State Tax Exemption Identification Number E9998-1823-06). Vendors should therefore exclude such taxes from proposals.

F. Interpretation of the Request for Proposal Document

Any vendor with a question about this proposal may request an interpretation therof from the Village. If the Village changes the proposal, either by clarifying it or by changing the specifications, the Village will issue a written addendum, and will mail a copy of the addendum to all prospective vendors. The Village will not assume any responsibility of receipt of such addendum. In all cases, it will be the vendor's responsibility to obtain all addenda issued.

H. Competency of Vendor

The Village will reject any proposal from any person, firm or corporation that appears to be in default or arrears on any debt, agreement or the payment of any taxes. The Village will make such investigations as necessary to determine the ability of the vendor to fulfill proposal requirements. If requested, the vendor should be prepared to present evidence to the Village of Oak Park of ability and possession of necessary financial resources to comply with the terms and scope of services.

I. Subletting of Contract

No agreement awarded by the Village of Oak Park shall be assigned in whole or in part without the written consent of the Village of Oak Park. In no case shall such consent relieve the vendor from its obligations or change the terms of the agreement.

J. Village Ordinances

The Vendor will strictly comply with all Ordinances of the Village of Oak Park and Village Code and laws of the State of Illinois.

K. Governing Law

All agreements entered into by the Village of Oak Park are governed by the laws of the State of Illinois without regard to conflicts of law. Any action brought to enforce an

agreement with the Village of Oak Park must be brought in the state and federal courts located in Cook County, Illinois.

L. Term of Agreement

The desired term of the equipment lease and maintenance agreement shall be for three (3) years.

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Section II. Specific Requirements

These detailed specifications are for the office equipment requested and maintenance of such equipment as identified in Section I of the Request For Proposals.

The Village is currently under various leases that are near expiration. A full inventory is provided as Attachment D. The Village desires to lease new equipment having identical or similar functionality to the equipment listed on the inventory summary.

A. General technical requirements for copier functionality in multi-function units. At

a minimum, all digital copiers shall be:

- newly manufactured with no used or refurbished parts
- capable of copy speed of 30 ppm black & white and 30 ppm full color minimum depending on average usage
- capable of scanning no less than 200 dpi
    - o direct to one or more email addresses as well as to a network file folder
    - o in black and white and color
    - o format must be an industry standard (e.g., PDF) and configurable iv. capable of faxing
- capable of two-sided copying/scanning
- capable of date stamping
- capable of three hole punching
- capable of stapling minimum 50 sheet capacity
- capable of sorting/collating
- capable of reducing or enlarging
- capable of secured use and/or control via ID card utilizing Village's current equipment (listed in attachment D)
- capable of allowing functionality based on user
- capable of centralized management of user access and privileges
- capable of handling 8 ½ X 11, 8 ½ X 14 and 11 X 17 paper sizes for a minimum of 500 per type.
- capable of automatic feeding of at least 50 sheets
- capable of feeding envelopes for black and white printing

B. Technical requirements for printers:

- capable of print speeds of 30 ppm minimum
- capable of handling 8 ½ X 11, 8 ½ X 14 and 11 X 17 paper sizes iv. capable of 500 sheet capacity
- capable of network functionality
- capable of duplex printing

b. Printer Models

The Village prefers Hewlett-Packard (HP) brand printers for internal IT purposes. If the proposer cannot provide HP printers, they may propose a comparable replacement for Village approval. All new printers must be of the same brand in order to maintain a uniform fleet.

C. Reporting Requirements

a. Usage

Must provide reports of copy and print counts based on user and functional department for defined dates and times.

D. Maintenance Requirements

a. Monitoring

All units will be networked and will be monitored electronically for repair and toner/ink status.

b. Repairs

Vendor shall guarantee the availability of replacement parts, applicable accessories and equipment within four (4) hours of such report. If a defect(s) remains unresolved for a period of 48 hours or more, the vendor will provide the Village of Oak Park with a comparable loaner unit, including installation, at no charge.

E. Delivery and Installation of equipment

a. Start of Contract

i. The vendor shall state in its proposal the number of business days necessary for delivery and installment of equipment. Vendor must detail all anticipated expenses that will be incurred by the Village of Oak Park for the delivery and installation of equipment. The Village will not be liable for expenses not detailed in the RFP response. The vendor shall invoice the Village for delivery and installation upon written acceptance of the equipment by the Village. <u>The vendor shall also be responsible for de-installation of all leased equipment being replaced by the new vendor agreement and delivering such equipment to an appropriate location as determined by Toshiba Business Solutions pursuant to the Village's previous lease agreement</u>.

b. Training and materials

    i. Delivery and installation cost shall include on-site training by a fully qualified representative of the vendor. All user manuals and operating guides shall also be provided with the equipment. The date of the equipment training shall be chosen by the Village after delivery and installation.

c. End of Contract

    i. The vendor shall be responsible and state any costs associated with de-installation and haul away of equipment at the end of the lease, including the destruction or erasure of data contained on copier hard-drives. The Village will not be liable for any costs not specifically detailed in your RFP response.

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If a proposer cannot meet any of the specifications, expectations or services in Section II, or takes exception to any of the terms or conditions presented, these exceptions should be distinctly noted in the appropriate sections. If no exceptions are presented, the Village will assume full capabilities as described in Section II.

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Section III. RFP Response Instructions

A. Proposal Format

Proposals should be prepared simply and economically, providing a straight-forward, concise description of proposer capabilities to satisfy the requirements of this request.

For each submission, special bindings, colored displays, promotional materials, etc., are not desired. If using tabs please ensure each tab is labeled with a number or letter.

Emphasis should be placed on **completeness, simplicity, and clarity** of content. All proposal responses should be in the following format:

1. Cover Letter
2. Table of Contents
3. Proposer Background
4. Proposed Scope of Service
5. Proposed Schedule of Implementation
6. References
7. Cost Proposal
8. Attachments

The desired information for each of these sections is described below.

1. Cover Letter

The cover letter should contain the name of the proposer (and/or third party vendors), the address of the proposing officer(s), and the contact individual(s) authorized to answer technical, price, and contract questions. Contact information should include telephone number, fax number, mailing address, and email address. The cover letter must be signed by a person or persons authorized to bind the proposer(s).

2. Table of Contents

The contents of the proposal shall be included in an index at the beginning of the proposal to include all contents and attachments.

3. Proposer Background

This section should include the full name and principal address of the proposer. Include the state in which the vendor is incorporated to operate and the date of incorporation, if applicable.

The Village requests that proposing vendors provide the names of a designated account executive or relationship manager, as well as an alternate. The designated account executives must have the authority to make timely decisions in the normal course of business. In addition, describe the organization and any additional staff team which would service the account. Provide a listing of the entire proposed staff team, including name, title, and length of service with the vendor. Additional qualifications and experience on similar accounts may be included.

4. Proposed Scope of Services

Clearly and succinctly describe the scope of services to be provided. Please provide a table in MS-Excel format including:

1. List each unit summarized in Attachment D with recommended replacement unit. Please include a full description and model number.

2. Maintenance, servicing costs and service level details

3. Details as to your service levels, response times, number of technicians serving this area and problem reporting methodologies.

4. Costing/financing options

5. Technical specifications on the following:
   a. Imaging/feeder speed
   b. Printing speed
   c. Copies/Output to schedule maintenance

6. Detailed and itemized pricing to include:
   a. Monthly lease payment details
   b. Total copies included (for maintenance, etc.)
   c. Per copy charge for overages

   If there are any services offered in addition to what the Village has requested that may be of interest to the Village, please describe those in an additional subsection at the end of your response to the scope of services.

5. Proposed Schedule of Implementation

Describe the conversion plan you would coordinate to ensure a smooth transition from the current provider. Discuss the implementation effort and lead time that would be required to establish the services requested in this RFP. Include the detailed steps involved and your proposed schedule for meeting each step.

6. References

Provide a list of client references of similar sized and/or municipal accounts

which the proposer has served over the past two years and is currently serving. Provide no fewer than three references. Provide a contact person, telephone number, and email address for each reference customer.

7. Cost Proposal

All proposers must provide a "fully-loaded" cost per page analysis with clearly stated cost driver assumptions (equipment lease, maintenance, etc.). Proposers may choose to present cost information in another format However, proposers may be eliminated from consideration if the requested simplified number is not communicated.

For services not specifically requested herein, but which the proposer charges fees, or where a different level of service is proposed, the proposer shall provide a description of the service and the proposed fee structure. It is the proposer's responsibility to insert those items in a clear and understandable format. Ancillary services should be priced in a separate cost table and should not be included in the total proposed cost included in the Scope of Services as requested.

The Village reserves the right to remove any individual service contained in the RFP if based on analysis, the fees for providing such service are excessive, or if the service proposed can be performed in an alternative manner.

Proposing vendors are required to provide an annualized total for all service charges based on the assumed cost drivers. Whenever possible, proposers should provide a discussion of the particular cost drivers and the impact changes in activity may have on cost.

8. Attachments

A. Tax Compliance Certificate
B. EEO Report
C. Decline to propose (if needed)
D. Existing Inventory of Copiers and Printers

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Section IV. Proposal Evaluation

Proposals will be evaluated by Village staff. Evaluation will be based on criteria outlined herein which may be weighted by the Village in a manner it deems appropriate. All proposals will be evaluated using the same criteria and weighting. The criteria used will be:

A. Responsiveness to RFP

The Village will consider all the material submitted to determine whether the proposer's offering is in compliance with the RFP.

B. Ability to Perform Current and Projected Required Services

The Village will consider all the material submitted by each proposer, and other relevant material it may otherwise obtain, to determine whether the proposer is capable of and has a history of successfully completing contracts of this type.

C. Experience and Relevant Knowledge

The Village will assess the experience and relevant knowledge of the proposed dedicated team of personnel.

D. Financial Stability

The Village may conduct analysis to examine the proposer's creditworthiness.

E. References

The Village may contact references directly to inquire about the quality and type of services currently being provided to other customers.

F. Cost Proposal

The Village will evaluate aggregate services based on the overall cost effective approach to providing the services requested in this RFP.

G. Optional Interviews and/or Site Visits

The Village may, at its sole option, conduct interviews and/or site visits as part of the final selection process.

Attachment A
Tax Compliance Certificate

_____, being first duly sworn, deposes

and says: that he/she is_____

(partner, officer, owner, etc.)

of _____ .

The individual or entity making the foregoing proposal certifies that he/she is not barred from contracting with the Village of Oak Park because of any delinquency in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. The individual or entity making the proposal understands that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the contract and allows the municipality to recover all amounts paid to the individual or entity under the contract in civil action.

_____

(Name of Partner if the Contractor is a Partnership)

(Name of Officer if the Contractor is a Corporation)

Subscribed and sworn to this _____ day of _____, 2017.

_____

Notary Public

The above statement must be subscribed and sworn to before a notary public.

Attachment B
Village of Oak Park E.E.O. REPORT

Please fill out this form completely. Failure to respond truthfully to any questions on this form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of proposal. An incomplete form will disqualify your proposal.

1. Vendor Name:_____

2. Check here if your firm is:

   _____ MBE

   _____ WBE

   _____ Non MBE/WBE

(Copies of all certification letters must be included)

3. What is the size of the firm's current stable work force?

   _____ Number of full-time employees

   _____ Number of part-time employees

Attachment C
Decline to Propose - Explanation

If your firm does not wish to offer on the attached specifications, please return this form along with any comments you may have concerning the request or any factors that you feel were areas that prevented your firm from submitting a proposal.

COMMENTS:

ATTACHMENT D
Inventory of Copiers and Printers

Village of Oak Park Print Assessment													
	Device	Make	Model	Seial Number	IP Address	Buidling	Floor	Department	Location	Average BW Monthy	Average Color Monthly		
	BW Multifunction	Toshiba	eStudio 556	SCGAD20098	172.16.10.213	Village Hall	1	Finance	Mail Room by Finance Department	13,000	-		X
	Color Multifunction	Toshiba	eStudio 4555C	SC7CD51248	172.16.10.108	Village Hall	1	Finance	Mail Room by Finance Department	1,100	6,020		X
	BW Multifunction	Toshiba	eStudio 556	SCGAD20106	172.16.10.210	Village Hall	1	Finance	Mail Room by Finance Department	13,000	-		X
	BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1YQ	Local*	Village Hall	2	Neighborhood	Cederic Melton. Office	Not available	Not available		X
(1)	BW Multifunction	Toshiba	eStudio 306	SC2LC16234	192.168.10.237	Village Hall	1	Parking/Health	Outside Office 102	3,700	-		X
	BW Multifunction	Toshiba	eStudio456	SC2LC15594	172.16.10.26	Village Hall	1	Neighborhood	Neighborhood Services	4,800	600		X
	BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q21Y	172.16.10.33	Village Hall	1	HR	Augustine Hill office	Not available	Not available		X
	BW Multifunction	Toshiba	eStudio556	SCGAD20120	172.16.10.25	Village Hall	1	Administration	Village Management Print Area	11,000	-		X
	Color Multifunction	Toshiba	eStudio3055C	SC7AD43828	172.16.10.211	Village Hall	2	BPS	BPS & Planning Workgroup Device	7,000	-		X
	BW Multifunction	Toshiba	eStudio456	SC2LC15567	172.16.10.254	Village Hall	2	Public Health	Office 208-Pam Rumoro-HIPPA Compliance	1,300	-		X
	BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1BH	172.16.10.109	Village Hall	2	C. Chambers	Room 201	4,500	-		X
	BW Multifunction	Toshiba	eStudio306	SC2LC16217	192.168.2.114	Village Hall/Police Dept.	Lower	Police Department	Report Room Print Area	8,500	-		X
	BW Multifunction	Toshiba	eStudio456	SC2LC15585	192.168.2.93	Village Hall/Police Dept.	Lower	Police Department	PD Records Department	10,000	-		X
	BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1T6	Local*	Village Hall/Police Dept.	Lower	Police Department	Evidence Room	840	-		X
	BW Multifunction	Toshiba	eStudio306	SC2LC16193	192.168.2.194	Village Hall/Police Dept.	Lower	Police Department	PD Investigation	5,950	-		X
	BW Multifunction	Toshiba	eStudio456	SC2LC15719	192.168.2.236	Village Hall/Police Dept.	Lower	Police Department	PD Front Desk	3,100	-		X
	BW Multifunction	Toshiba	eStudio456	SC2LC15739	192.168.2.60	Village Hall/Police Dept.	Lower	Police Department	PD w hallway by Rita D.	4,750	-		X
(2)													
	BW Multifunction	Toshiba	eStudio 257	SCEGD26267		Village Hall/Police Dept.	Lower	Police Department/States Atty					X
	BW Multifunction	HP	HP M425DN LJ Pro	CND8FCX4S4	Local*	Village Hall/Police Dept.	Lower	Police Department	PD Investigation	520	-		X
	BW Multifunction	Toshiba	eStudio 556	SCGAD20128	192.168.15.186	Public Works	2	Public Works	Room 207- Copy Room	7,500	-		X
	Color Multifunction	Toshiba	eStudio3055C	SC7AD43787	192.168.15.191	Public Works	2	Public Works	Room 207- Copy Room	80	870		X
	BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q22W	192.168.15.182	Public Works	1	Public Works	Room 143-Fleet Service Parts Department	1,380	-		X
	BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1G4	192.168.12.167	Pump Station	1	Pump Station	Central Pump Station	350	-		X
	BW Multifunction	Toshiba	eStudio306	SC2LC16259	192.168.2.209	Fire Station	1	Fire Department	FD Main Conference room				X
	BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1QM	192.168.2.212	Fire Station	1	Fire Department	FD Batt. Chief Office				X

(1) Parking would like to replace this machine with one that is faster

(2) Police is requesting an additional color copier comparable to the eStudio3055C