



Request for Proposal - May 24, 2021

Scope of Work:

The Town of Franklin is accepting bids to obtain a total imaging solution for the Town. Please refer to the attached list for install locations.

General

The bid must include all standard and optional equipment, or equivalents, listed in the bid specifications. The vendor shall guarantee the bid price for the specified equipment for at least forty-five days after bid opening.

The Town of Franklin (Town) reserves the right to reject any and/or all proposals and waive any and/or all formalities without incurring any cost or liability. The Town reserves the right to accept any bids presented which meet or exceed these specifications and which they deem to be in the best interest of the Town system and are not necessarily bound to accept the low bid. The Town reserves the right to interview prospective vendors to discuss proposals for follow up information.

The bidder must provide a specification sheet indicating all equipment and options included.

All fees must be incorporated in the proposal, including but not limited to delivery and setup, document fees, and maintenance agreements. All awarded prices shall remain firm for the duration of the contract, including any additional term extensions.

All proposals shall be prepared and submitted in accordance with these instructions and all proposals submitted shall become the property of the Town of Franklin.

Equipment Specifications:

The purpose of this RFP is to obtain a total imaging solution that provides standardized equipment while delivering similar features and functionality to the office locations specified by the Town. Equipment provided will be factory new. No used, refurbished, remanufactured, reconditioned, or demonstration equipment will be accepted. Equipment must be current year model.

The vendor must be an authorized vendor of the manufacturers' product line as it relates to this RFP. No bids with a minimum number of copies per device will be accepted.

Copier/Solution Requested options

- Digital copier technology
- One operator manual per unit
- Scan-once-print-many
- Minimum 600x600 dpi
- Paper weights up to 90 lbs. index stock
- Paper sizes up to 11" x 17"
- Paper capacity; minimum three (2) 500 capacity adjustable paper trays plus manual bypass for all heavy and medium duty copiers
- Bypass Feeder

- Keyboard option where necessary
- Additional 8 ½" x 11" large capacity tray of 3,000 sheets for all heavy duty copiers
- 100 page DSPF automatic document feeder that supports double-sided originals
- Automatic duplexing 2:2
- Auto original size detection
- Image Reduction/ Enlargement capabilities (25% to 400%)
- Finishing capabilities with stapling up to 50 sheets and up to 11" x 17"
- Batch copy with mixed mode originals
- Duplexing capabilities on photocopier
- Scanning
 - High-Speed Scanning
 - Full network Scanning Capabilities
 - Color Scanning Capabilities
 - Scan to Folder
 - Scan to Desktop
 - Scan to File or USB(PDF, JPG) stored on local hard drive
 - Scan to Email capability
 - TWAIN Compliant drivers
 - OCR capability and software
- Faxing capabilities as indicated on the attached spreadsheet.
- Minimum page per minute printing as indicated on the attached spreadsheet.
- Copier locations and color printing as indicated on the attached spreadsheet.
- Network compatibility including internal NIC and wireless capabilities
- Network OS: Microsoft Windows 2012
- Print Drivers Compatible with Desktop OS: Microsoft Windows Server 2012/Windows 7-10 Workstations/Chrome OS (Both 32 and 64 bit drivers required for all OS versions.)
- Follow me print
- Topology: Ethernet/ Wireless
- Speed: 10/100 Mbps Ethernet
- Protocol Supported: TCP/IP / Wireless 802.11N and 802.11AC)
- Secure Print Release
- Ongoing and on-site training at all locations

Maintenance Agreement to include:

- Unlimited service calls
- All parts and labor (excluding paper and staples)
- Developer
- Drums
- On-site response time shall be within four (4) hours during regular business hours
- Auto-Toner replenishment
- System to pull meters automatically via wireless network connection.

Electrical Requirements

The vendor shall specify all electrical requirements, including the need for specific electrical receptacles, dedicated lines, etc. The vendor will provide an adequate surge protection device for each digital copier/printer installed.

Reporting / Billing

Reporting capabilities should include usage history, uptime performance, service call frequency and other reports as defined by the Town of Franklin.

Service reports shall be submitted quarterly by location and include the following:

- Initial call date for all service issues
- Completion date of service calls
- Number of hours or days downtime per copier/printer

Monthly reports must be provided to each site based on number of prints per copier and printer as well as number of prints/copies per user.

Consistently poor performing or problematic copiers and/or printers will be replaced with comparable equipment or repaired to the Town's satisfaction at any time during the contract.

The vendor must be able to provide accurate invoices with sufficient supporting documentation.

Right to Modify Request for Proposal

The Town of Franklin reserves the right to revise this Request for Proposal. Revisions will be announced by addenda. If revisions require material changes, the deadline for receipt of proposals may be extended at the discretion of the Town. In such case, an addendum will include the new date for receipt of proposals.

Questions

Questions regarding this RFP must be sent via email to Justin Setser (jsetser@franklinnc.com), Interim Town Manager. The Town is not responsible for any electronic message not received by the vendor. Please read the RFP carefully as we do not wish to answer questions that have already been addressed in our request for proposal.

Pricing Structure

All equipment supplied under this agreement shall remain the sole property of the vendor. No ownership shall be transferred to the Town and the agreement shall not contain purchase options. The Town is not responsible for

any insurance costs related to this equipment contract. The Town accepts no liability for equipment in this RFP. The Town will not be charged any property tax, usage tax, or document handling fees. Only North Carolina sales tax is applicable. Please provide two pricing options- 1. A cost per copy price to include all costs. 2. A lease payment + service payment based on 48 months.

Payments will be invoiced in arrears throughout the contract term. The Town will determine with winning vendor which final documents (CPP or Lease) will be signed. Please include in your response.

Projected Equipment Volume

Equipment needs are based on Town historical or projected volumes, and are our best effort to provide accurate information. The Town will not guarantee any daily, monthly, or annual volumes to the awarded vendor. The Town makes no commitment, either expressed or implied, regarding the amount of goods or services to be purchased as a result of this solicitation or any subsequent agreement award.

**Average Annual B&W Copier Volume – 10 million*

Supplies

All copier and printer supplies except paper, fax supplies, and sorter staples, will be included in the cost per copy and/or lease payment.

Additional Equipment

If additional equipment is needed during the term of this contract, the vendor must provide comparable additional leased equipment and accessories including maintenance plans. Equipment specifications and technical requirements, including the pricing structure shall adhere to all requirements outlined in this RFP. The Town has the right to exercise this option, but shall not be under any obligation to do so. Following the contract award, alterations in product or substitution of equipment requires prior written approval of the Town designee. If at a later date, the equipment awarded is discontinued, the vendor will be allowed to substitute another model meeting or exceeding specifications of this proposal, at the same price as the awarded contract.

Contract terms for any additional equipment must be coterminous with the initial lease dates of this RFP. The addition of equipment does not extend the term of the original lease or its renewal periods or change the original agreement in any manner.

Other Technology

Please list any other offerings that you think our students and staff would benefit from and the potential costs.

Service and Reliability

Maintenance agreements shall include all maintenance including preventative maintenance kits, repairs, parts and consumable supplies, excluding paper and staples. On-site maintenance must be completed. All copier and printer maintenance parts, supplies, and labor will be included in the costs.

Service repair calls shall receive 4-hour response during normal working hours, Monday through Friday between 8:00 am to 5:00 pm. Fully trained and qualified technicians shall perform all maintenance, service,

and repairs. Upon arrival to any Town site, service representative must notify office personnel of his or her arrival. Service representatives must follow visitor procedures while they are on Town property.

If a service issue remains unresolved for forty-eight hours or more, the vendor will provide a loaner unit at no additional charge. If a copier or printer requires more than three service calls in one calendar month, the vendor will provide a comparable replacement unit at no additional charge.

The vendor will provide a toll-free customer support number for service calls and general support for all equipment and its related software.

Please include in your response references of at least 5 other local government entities within 100 miles that you currently do business with.

Cancellation

The Town reserves the right to cancel this agreement without penalty should any of the following circumstances occur:

- The vendor fails to deliver goods or services specified in this RFP
- The vendor fails to perform any of the provisions specified in this RFP
- Equipment fails to perform and satisfactory replacement equipment is not provided.
- The vendor does not follow NC State Code while executing the contract.

Should the cancellation or termination of this contract become necessary, the Town of Franklin will provide a minimum of 60 days written notice to the vendor. There will be no costs to the Town for any removal charges and/or freight charges at the end of any agreement.

Bid Requirements:

Bids that do not contain all of the information that has been requested will not be considered during the bid opening. All bids should include the following:

- Please place a bid price for each site and a total cost for completing all sites (if applicable).
- Prices on Supplies and Labor
- Expected completion date

Town of Franklin Contractor Requirements must be met. (Requirements can be found on the Town of Franklin website under "Bid Requests.")

Project Start Date: 7/1/21

Bid Deadline: 6/25/21
Sealed bids must be submitted by 3:00 pm.

Submit Bid To: Justin Setser
Interim Town Manager
Town of Franklin

95 East Main Street
Franklin, NC 28734

PO Box 1426
Franklin, NC 28744

Delivery Instructions: Must be Hand Delivered or
Delivered by the U. S. Postal Service

Contact Justin Setser, Interim Town Manager, with any questions at jsetser@franklinnc.com

Town of Franklin- Copier Install Locations

This spreadsheet indicates the current locations and suggested PPM.

Commented [JH1]: You can use this to fill in locations and either approximate or expected number of pages.

Location	Hall/Office Area	Color Required	Suggested PPM	Fax	
Town Hall		X	65	X	
Fire Department			45	X	
Police Department		X	65	X	
Public Works		X	65	x	
Sewer Plant		X	45	X	
Water Plant		X	45		

