

REQUEST FOR PROPOSALS # MFP-19

PROVISION OF MULTI-FUNCTION PRINTERS TO LONG BEACH COMMUNITY ACTION PARTERSHIP 2019

Prepared By:
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Long Beach Community Action Partnership
117 West Victoria Street
Long Beach, CA 90805

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I. PROPOSAL

Definitions: "LBCAP" or "Agency" is the Long Beach Community Action Partnership.

"Applicant" an individual or business submitting a proposal to LBCAP.

Purpose of Proposal:

LBCAP is seeking proposals from qualified applicants to lease or purchase (with service contract for maintenance, repairs and toner) of six (6) multi-function printers, to be used in agency offices in Long Beach, Lakewood and Santa Fe Springs, California.

LBCAP will have this RFP open until 12:00pm on Wednesday, December 18, 2019. The initial decision will be made by December 31, 2019 as to which applicant will satisfy the RFP's needs, after which the agency's choice will need to be approved by the State of California Department of Community Services and Development. Lease term desired is for sixty (60) months, beginning on or about April 1, 2020. If the agency elects a purchase option, the desired service term will be for sixty (60) months beginning on or about April 1, 2020.

Applicants are cautioned to provide as much detail as possible in their proposal pertaining to their capability and experience among other considerations. LBCAP will use a qualification-based selection process to select an applicant for this contract. LBCAP reserves the right to reject any or all proposals, to waive informalities in the proposal process, or to accept any proposal considered most advantageous to LBCAP.

ACTION REQUIRED: You are invited to review and respond to the Request For Proposals. For questions on this RFP or to submit a proposal please contact LBCAP:

Long Beach Community Action Partnership
Tricia Heath, Director of Administration
117 West Victoria Street
Long Beach, CA 90805
TEL: (562) 216-4610
CELL: (562) 999-4854
Email: theath@lbcap.org

II. OVERVIEW

Scope of Work

LBCAP is soliciting competition for the lease or purchase of multi-function printers as outlined below.

Term of Contract:

This Contract and Agreement for lease (or service of purchased machines) will be binding from the date of award (contract signature date) and shall be in effect for a period of 60 months from the date equipment is delivered, installed and made operational by the vendor.

Acceptance and Rejection of Bids:

LBCAP reserves the right to reject any and all bids, to waive any informality in bids, and unless otherwise specified by the applicant, to accept any or all item(s) in the bid.

Delivery/Installation:

The equipment is to be delivered and installed at the following LBCAP locations:

117 West Victoria Street, Long Beach, CA
3950 Paramount Boulevard Suite 215-220, Lakewood, CA
12123 Clark Street, Santa Fe Springs, CA

Delivery, set-up and installation are to be included in the prices quoted herein. For installation to be considered complete, all optional accessories (i.e. print, and scan kits) must be operational on LBCAP's network.

Power Protection Requirement:

Each multi-function printer installed under this contract shall include a power protection device at no additional cost to LBCAP.

Removal of Leased Machines:

It shall be the responsibility of the vendor to remove any leased machines at the expiration date or termination of the lease. Removal charges are to be included in lease price quoted herein. The lease shall end on the date indicated in the lease document (including any end-of-term automatic renewal, if applicable) or date mutually agreed in writing by LBCAP and vendor, if earlier.

Insurance:

Upon delivery and installation of the equipment and during the term of the lease or service contract, the risk of loss to the equipment from fire, theft, and/or other hazards will rest with LBCAP. Upon request, successful applicant will be provided with a Certificate of Insurance evidencing said coverage. LBCAP will provide a minimum of ten (10) days written notice to successful applicant of any change or cancellation of insurance.

Specifications:

Any deviation from specifications indicated herein must be clearly identified; otherwise, it will be considered that items offered are in strict compliance with these specifications, and the successful

applicant will be held responsible. Deviations must be explained in detail. Submit specification sheets and product literature of models being offered.

Governing Laws:

The Contract shall be construed in accordance with and governed by the laws of the State of California.

Taxes:

The vendor retains the title to all rental equipment and is responsible for payment of property, income or federal taxes. Applicable State and local use taxes will be invoiced to LBCAP as a separate item on all invoices.

Training:

Vendor must provide on-site training within five (5) business days of installation of the equipment. Additional training, if needed, shall be provided within five (5) business days upon request and at no additional charge to LBCAP.

Maintenance, Repair, Support and Supplies:

The vendor shall be responsible for all post-installation support, regardless of whether the agency purchases or leases the equipment. Support shall consist of toner and any consumables required by each device (excluding paper and staples); phone support and trouble-shooting; on-site support and trouble-shooting; on-site mandatory maintenance and upgrades; and replacement of all irreparable components and/or devices.

Post-installation service and support shall be included in price quoted herein and include all supplies, parts, labor and travel.

All supplies required for a fully operational copier, excluding paper and staples shall be included in the lease and service prices quoted herein. Adequate and satisfactory availability of supplies is necessary.

Device Monitoring:

The vendor shall be responsible for providing a method to monitor devices and their output on a network. LBCAP requires the ability to monitor device configuration, and status information, including the operational status of the multifunctional device such as toner level, paper supply, online status, etc., from a workstation on the network. Additionally, meter readings from the MFP's will be automatically transmitted to the vendor.

III. MINIMUM REQUIREMENTS FOR BIDDING

Each applicant must be able to meet the following minimum requirements for the submitted proposal to be considered:

1. Applicant must supply descriptive literature for the equipment being recommended, including hardware/software requirements for network interfacing.
2. Applicant must provide a certificate or letter from the manufacturer stating that the service and supply dealer is authorized for the equipment proposed.
3. The certification of equipment to meet ISO Standard 15408 is highly desired. Please provide copies of certification, if available, for each model proposed.
4. All leased machines shall remain the property of applicant.
5. Applicant shall maintain all machines in acceptable working order during the lease or service term. Any machine deemed unacceptable by LBCAP shall be replaced at applicant's expense.
6. All equipment supplied at contract start must be new.
7. The applicant must have an established mechanism for resolution of complex or recurrent problems with the equipment.
8. In the event the agency chooses to lease the equipment, the applicant must agree to provide an OEM replacement unit for each unit that fails to meet reliable performance expectations at no expense to LBCAP.
9. Equipment installations and removals will be done at mutually agreeable dates and times.
10. Electrical receptacles and network drops required for installed equipment will be provided by LBCAP per the applicant's specification.
11. The same applicant must be able to provide service to all locations.
12. The applicant must demonstrate a clearly defined chain of command from the service technician to higher level service and support.
13. The applicant must provide service credits for copies run during service calls or as a result of equipment malfunction.
14. The applicant must be able to provide a detailed service history and equipment performance upon request.
15. Proposed equipment must allow for absolute network integrity and security via password protection or network login restricting access to the device as well as the network.

16. The proposed machines must meet the following minimum specifications:

a. All MFPs must have the following features:

- i. Share a single style of user interface, to eliminate need for staff training on multiple machines
- ii. Machine-based print security, allowing documents to be held at the machine until a code is entered
- iii. Auto Duplex
- iv. Automatic, dual-scan document feeder
- v. 600 x 600 DPI minimum scan resolution
- vi. 1200 x 1200 DPI minimum print resolution in black
- vii. Print from / Scan to USB-connected device
- viii. Scan to Email, Fax and Network Drive
- ix. Account code settings programmable to restrict color/feature access and ability to report account code use

b. MFP 1 (Color MFP) – this machine must be able to perform with less than 5% downtime annually at the following capacity:

- i. 60 PPM black & 50 PPM color minimum speed
- ii. 600 x 600 DPI minimum print resolution in color
- iii. At least one cassette and bypass feed able to handle paper sizes up to 12" x 18"
- iv. Finisher to collate, group, staple, saddle stitch and hole punch

c. MFP 2 (Color MFP) – this machine must be able to perform with less than 5% downtime annually at the following capacity:

- i. 60 PPM black & 50 PPM color minimum speed
- ii. 600 x 600 DPI minimum print resolution in color
- iii. Cassette and bypass feed to handle paper sizes up to 8.5" x 14"
- iv. Finisher to collate, group, staple
- v. High Capacity Cassette Feeder

d. MFP 3 (Color MFP) – this machine must be able to perform with less than 5% downtime annually at the following capacity:

- i. 60 PPM black & 50 PPM color minimum speed
- ii. 600 x 600 DPI minimum print resolution in color
- iii. Cassette and bypass feed to handle paper sizes up to 8.5" x 14"
- iv. Finisher to collate, group, staple

e. MFP 4, 5 and 6 (Monochrome MFPs) – these machines must be able to perform with less than 5% downtime annually at the following capacity:

- i. 35 PPM black minimum
- ii. Cassette and bypass feed to handle paper sizes up to 8.5" x 14"
- iii. Finisher to collate, group

IV. EVALUATION OF PROPOSALS

LBCAP plans to evaluate proposals based on the criteria listed below. Each applicant must include in their proposal a complete and detailed response to all elements. Questions from any applicant about the content or nature of the proposal will be answered in writing and posted on the agency's website for review by all potential applicants.

1. **Response Form:** Please complete all field in the form as requested. LBCAP will not be responsible for any change in this information unless notification in writing is received.
 - a. **Models Proposed:** Indicate the model number of each machine proposed and its specifications as requested.
 - b. **Proposal Pricing (Lease):** State the monthly cost of the lease (excluding tax), to cover the scope of work described in this proposal for a sixty (60) month lease term, with either a) 0 black and 0 color copies included, or b) 600,000 black and 120,000 color copies pooled across all machines annually. Indicate what is reflected in the proposed price. Discrepancies between the response form and the agreement submitted by the Applicant may result in the proposal being deemed non-responsive.
 - c. **Proposal Pricing (Purchase):** State the monthly cost of the service agreement (excluding tax), to cover the scope of work described in this proposal for a sixty (60) month service term, for either a) 0 black and 0 color copies included, or b) 600,000 black and 120,000 color copies pooled across all machines annually. Indicate what is reflected in the proposed price. Discrepancies between the response form and the agreement submitted by the Applicant may result in the proposal being deemed non-responsive.
 - d. **Maintenance, Support and Supplies:** A description of applicant capacity to provide post-installation training, service, support and supplies.
 - e. **Additional Pricing:** Applicants must specifically list any services not covered in the proposal price and specify the rate proposed to be charged for those services. All rates quoted for time and service by an Applicant will be considered firm for the term of the contract.
 - f. **References:** Provide the names and contact persons of at least three clients where similar equipment has been provided as contained in this RFP.
 - g. **Material Litigation and Debarment:** Indicate whether the company is currently involved with any material litigation or federal debarment action, or has been within the past three years directly or indirectly.
 - h. **Statement of Affirmation:** By submitting this proposal, Applicant affirms compliance with the minimum requirements for Items 4-16 of Section III.
2. **End-of-Contract Terms:** LBCAP prefers that, at the initial end of the lease or service agreement, the agency is able to continue on the same terms of service on an automatically-renewing month-to-month basis, terminable upon no more than sixty (60) days written notice. The terms of lease and service agreement submitted will be reviewed, and three (3) points awarded to vendors whose agreement terms are on this basis.

3. **Proposal:** Submission by the applicant providing an introduction to the applicant's company and operations and the proposed equipment and services, in a format customary for the applicant. The proposal will be deemed responsive by submitting the following documents:
 - i. Response Form;
 - ii. Descriptive literature of the Applicant's company and all proposed equipment;
 - iii. Manufacturer certification of applicant as an authorized dealer, as applicable;
 - iv. A blank copy of both the standard lease agreement and standard service agreement used by the applicant, which shall be subject to review and acceptance by LBCAP; and
 - v. (optional, but desired) Proof of ISO 15408 compliance for proposed equipment that can be independently verified by LBCAP via website, phone or mail.

V. PROPOSAL SUBMISSION

In order to be considered, a proposal must be submitted via email, in PDF format (Adobe Reader version 9.0 or higher), at a file size less than 10MB. Submit proposals to theath@lbcap.org no later than the proposal due date and time indicated in Section I. The Subject line of the proposal submission should reference the RFP number. Once submitted, bidders should expect a confirmation of receipt within 24 hours. If no confirmation of receipt is received, please call Mrs. Heath at (562) 216-4610 to confirm receipt of submission. Delivery by methods or in formats other than specified will not be accepted and deemed non-responsive to the RFP.

VI. RIGHTS

LBCAP reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement or obligation and in no way is LBCAP responsible for the cost of preparing the responsive proposal. The submitted proposal will be retained for official files and may later become a public record. Delivery by a method other than that described in Section V will render the applicant's proposal non-responsive.

VII. AGREEMENT CONDITIONS

LBCAP will make a reasonable effort to execute an agreement based on this solicitation document within 120 days of selecting a proposal that best suits LBCAP. The period for execution may be changed by mutual agreement of the parties. Any agreements to be executed are not effective until the agreement is signed by a person holding the required authority for both parties. Failure of applicant to execute the agreement within the time frame identified above will be sufficient cause for voiding the award of the contract. If a successful person or business submitting a proposal refuses or fails to execute the agreement, LBCAP may award the contract to the next qualified person or business submitting a proposal.

VIII. AWARD

Award will be made to the responsible and responsive applicant whose bid meets the requirements of the Request For Proposals and offers the best value to LBCAP.

Response Form

BIDDER NAME						FEDERAL TAX ID NUMBER	
CONTACT NAME							
CONTACT PHONE NUMBER			CONTACT EMAIL ADDRESS			CONTACT FAX NUMBER	
CONTACT ADDRESS							
MODELS PROPOSED							
MFP	Model	Recommended Monthly Print Volume	PPM Black	PPM Color	Scan Resolution	Print Resolution (Black)	Print Resolution (Color)
1							
2							
3							
4							
5							
6							
PROPOSAL PRICE, 60-MONTH LEASE TERM							
Monthly Lease (excl sales/use tax)	Months	Annual Copies Included	Per Add'l Black	Per Add'l Color	Delivery Charge	Return Charge	
	60	A: <input type="checkbox"/> 0 Black, 0 Color B: <input type="checkbox"/> 600,000 Black, 120,000 Color					
PROPOSAL PRICE, PURCHASE OF MACHINES WITH 60-MONTH SERVICE TERM							
Purchase Price (excl sales tax)			Sales Tax				
Monthly Service (excl sales/use tax)	Months	Annual Copies Included	Per Add'l Black	Per Add'l Color	Delivery Charge		
	60	A: <input type="checkbox"/> 0 Black, 0 Color B: <input type="checkbox"/> 600,000 Black, 120,000 Color					
POST-INSTALLATION SUPPORT							
Please indicate the services included in the service prices quoted above:							
<input type="checkbox"/> MFP Toner	<input type="checkbox"/> Free Shipping	<input type="checkbox"/> On-site staff training	<input type="checkbox"/> Labor for regular maintenance				
<input type="checkbox"/> MFP Supplies	<input type="checkbox"/> Free Shipping	<input type="checkbox"/> Training Manuals	<input type="checkbox"/> Labor for repairs/replacements				
<input type="checkbox"/> Refurbished replacement parts	<input type="checkbox"/> Travel for regular maintenance	<input type="checkbox"/> Like-for-like replacement of leased equipment					
<input type="checkbox"/> OEM replacement parts	<input type="checkbox"/> Travel for repairs/replacements	<input type="checkbox"/> _____ Month warranty on purchased equipment					

Response Form, Continued

Avg response time for service calls:		Avg call back time for service requests:	
Location of service facility:			
Contact name and number for equipment delivery and returns:			
Contact name and number for service:			
Contact name and number for supplies:			
Contact name and number for training:			
Device monitoring description	<input type="checkbox"/> Described in proposal		<input type="checkbox"/> Not provided
SERVICES NOT INCLUDED IN PROPOSAL PRICE			
Service Description		Cost	Frequency (hr, week, month)
Reference Name	Company	Phone Number	Number of MFPs Leased
Reference Name	Company	Phone Number	Number of MFPs Leased
Reference Name	Company	Phone Number	Number of MFPs Leased
Material Litigation		Federal Debarment	
Please indicate if the company or its principals are currently involved, or have been involved within the last three years, in any of the following actions: <input type="checkbox"/> Material Litigation <input type="checkbox"/> Arbitration <input type="checkbox"/> Bankruptcy Check here if a statement is attached		Your signature below certifies that your company, and its principals, have not been debarred; suspended; proposed for debarment; declared ineligible; are not in the process of being debarred; or are voluntarily excluded from conducting business with a federal department or agency of the federal government. This status will be confirmed with the federal System for Award Management.	
By my signature I hereby certify that I have read and understand the RFP instructions and agree to the terms defined within. I also affirm compliance with Items 4-16 of Section III of the Request for Proposals.			
Signature:		Date:	