REQUEST FOR PROPOSAL:

MANAGED PRINT SERVICES, COPIER LEASE AND MAINTENANCE SERVICES

For

CITY OF UNIVERSITY CITY

PROPOSALS MUST BE SUBMITTED BY

3:00 P.M., ON October 1st, 2020.

RESPONSES RECEIVED AFTER THE DUE DATE

AND TIME WILL NOT BE EVALUATED

NO FAX REQUESTS ACCEPTED
**Request for Proposal**

The City of University City (City) is at the end of term of a 5-year agreement with vendor. The purpose of this document is to provide interested parties with enough information to enable them to prepare and submit a proposal for providing managed print service solutions, copier lease and maintenance services for the City. The City is seeking a vendor that will provide consistent quality and continuous process on a *Contracted Volume* basis with the demonstrated expertise, technology, resources and commitment to perform the comprehensive scope of the pre-determined services.

RFPs may either be mailed or emailed to the Finance Department:

City of University City  
Attn: Timika Lewis  
tlewis@ucitymo.org  
6801 Delmar Blvd.  
University City, MO 63130

**Proposals must be submitted by 3:00 p.m. on October 1st, 2020.** Proposals received after the specified time will not be evaluated.

The City reserves the right to reject all proposals or parts of proposals, to waive any technicalities and to accept the proposal that in its judgment, best meets the requirements of the City of University City. The contract is subject to approval by the City Manager. Proposals are all inclusive and will **not** be partially awarded. All proposals shall be deemed final, conclusive, and irrevocable, and once opened, no proposal shall be subject to correction or amendment for any error or miscalculation.

**GENERAL CONDITIONS AND INSTRUCTIONS**

1. **Project Purpose and Scope**

The City currently utilizes a mix of leased and owned printers. Most of the printers are networked and are managed by a Print Server. Throughout the duration of the contract we plan on reducing the amount of City owned devices.

We need the supplier to make modifications, when necessary, and grow with our needs. The goal is to produce output quicker, more efficiently, and at less cost to the City. Specific goals for this Request for Proposals (RFP) include reliability, durability, increased speed, and enriched features.

Proposals must include all required supporting documentation, assurances, specifications, etc. Incomplete proposals, late proposals, or fax proposals will not be accepted. The City reserves the right to reject any and/or all proposals, to accept any proposal of its choice or to enter additional negotiations regarding price, scope of services or other terms.
Changes or corrections may be made in the RFP documents after they have been issued and before the due date for receipt of proposals. In such case, a written addendum describing the change or correction will be issued by the City to all respondents of record. Such addendum shall take precedence over that portion of the documents concerned and shall become part of the RFP documents. Except in unusual cases, addenda will be issued to reach the respondents at least three (3) days prior to date established for receipt of proposals.

Each proposal must be submitted on the RFP form(s) provided with these specifications and must be contained in a sealed envelope or email, which shall be endorsed on the outside thereof with the following information.

Proposal for:

1. Managed Print Service Solutions, Copier Lease and Maintenance Services
2. Opening Date and Time
3. Name and Address of Respondent

No proposal shall be modified, withdrawn, or cancelled without the consent of the City after the scheduled due date for the receipt of proposals. All proposals submitted must be valid for a minimum period of sixty (60) days after the date set for the opening of proposals.

The vendor shall protect, indemnify and hold the City harmless against any liability, claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident arising out of occupancy, use, service operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the vendor.

2. Pre-proposal Meeting

Interested parties are to attend a pre-proposal meeting via Teleconference. Pre-proposal meeting will be held on September 10th, 2020 at 3pm.

For meeting details, please contact Michael Carlin (mcarlin@ucitymo.org) no later than 3pm on September 9th and reference the Printer RFP.

3. Period of Contract

The initial period of this contract shall be for three (3) years starting November 1st, 2020 or 30 days from date of award, whichever is later. The contract may be renewed at the expiration of its term for two (2) periods of twelve months (12) each, or less, if agreeable to both parties.

Notice of intent to renew will be given to the contractor in writing by the City Purchasing Agent normally (60) days before the expiration date of the current contract. This notice shall not be deemed to commit the City to a contract renewal.

It should be noted that multi-year contracts may be continued each fiscal year only after funding appropriations and program approval have been granted by the University City’s City
4. Copier Performance Standard

It will be the responsibility of the Contractor to provide service within a monthly average of four hours per machine after a call is placed, during normal business hours of 8:00 a.m. to 4:30 p.m. Monday through Friday. Preventive maintenance will be based upon the specific needs of the copier as determined by the Contractor. All maintenance parts and labor costs shall be included in the price. The Contractor will be required to provide service records on all machines covered under this contract to the Purchasing Agent.

The Contractor will be required to provide an UP-TIME GUARANTEE on all copiers of at least 90% during every calendar month. Down-time is calculated from the time the City places the call and ends when the machine is up and running correctly and is based on the machine being inoperative or the copies made are unusable. (A calendar month consists of normal business hours 8:00 a.m. to 4:30 p.m., Monday through Friday, except for University City holidays). If a machine does not meet this 90% requirement during a month, the vendor will be required to provide a credit to the City against the invoice for this machine equal to a 90% up-time as calculated against projected monthly usage. If the machine does not meet the UP-TIME GUARANTEE for two consecutive months, the City may require that the machine be replaced. The UP-TIME GUARANTEE shall remain in force during the term of the contract. If the equipment fails to meet the City’s satisfaction, the vendor shall replace the equipment with a comparable machine at no charge to the City. The City shall make such a request in writing.

5. Liquidated Damages

If delivery or performance is delayed, the City may terminate this contract in whole or in part and in that event, the Contractor shall be liable for fixed, agreed, and liquidated damages accruing until the time the City may reasonably obtain delivery or performance of similar services and supplies. The liquidated damages shall be in addition to other excess costs that arise due to the Contractor's negligence in non-performance of this contract.

The Contractor shall not be charged with liquidated damages when the delay in delivery or performance arises out of causes beyond the control and without the fault or negligence of the Contractor.

6. Technical Literature

Each bid must designate on the Bid Form, the manufacturer and model or stock number for each line item. Detailed descriptive literature for all equipment being offered MUST also be included with the bid. Such literature must provide information on electrical wiring needs, space requirements, and all technical data required for a full evaluation.
7. References

Bidders must provide on the pricing schedules in the spaces provided the names, addresses and current phone numbers of customers they serve under similar type contracts as references. At least three references are desired.

8. Cancellation of A Copier Service Location

The City Purchasing Agent will provide thirty (30) days’ notice when the services of any copier are to be cancelled. Cancellation notification will contain the following information:

- Copier location
- Copier model and serial number
- Meter reading
- Date copier will be available for removal
  - Note: All expenses and the coordination for the pick-up shall be the responsibility of the Contractor.

9. Submission of Bids

Bidder must show, as applicable, the manufacturer, model/stock number, delivery time, unit price and total price for each item for which a bid is submitted. Your signature acknowledges that he/she has read this solicitation, understands it, and agrees to be bound by its terms and conditions. Bids may be submitted by mail or delivered in person to the Purchasing Agent only. All bids must be received by the Purchasing Specialist prior to the date and time specified. Bids received after the time or date prescribed shall not be considered for award and shall be returned to the Bidder.

10. Purchase Order

A purchase order to the successful bidder will be issued shortly after contract award and will become an integral part of the resulting contract. The purchase order does not supersede any provisions of the resulting contract. Services/Supplies are not to begin until receipt of the purchase order.

11. Additions/Deletions

The City reserves the right to add similar items/services or delete, items/services specified in the subsequent contract as requirements change during the period of the contract.

12. Emergency Purchase

The City reserves the right to make emergency purchases from other sources should the Contractor be unable to furnish the required item/service within the required time frame.
13. Contact for Administration

In the event a contract is executed with your firm as a result of this solicitation, indicate the person(s) we may contact for prompt contract administration in the space provided on the Bid Form. NO third-party lease agreements will be accepted.

14. Interpretation of Bid

Any questions pertaining to this solicitation should be directed to:

Michael Carlin  
mcarlin@ucitymo.org  
City of University City  
6801 Delmar Boulevard  
University City, Mo 63130  
314-505-8616

15. Billing and Payment

The Contractor shall submit in duplicate with a copy to the City Purchasing Agent, an invoice that reflects the total monthly billing amount due for all locations with an itemized break down by City department containing the following information:

- A complete listing by department and machine serial number of each copier.
- Meter readings at the beginning and end of the month for each copier
- Total copies chargeable to each copier for that month, and;
- The total cost incurred by the production of those copies.

16. Insurance Requirements

- **Contractor’s and Sub-Contractor’s Insurance** -

  The contractor shall not commence work under this contract until he has obtained all the insurance required under this paragraph and such insurance has been approved by the City, nor shall the contractor allow any sub-contractor to commence work on the sub-contract until the insurance required of the sub-contract has been so obtained and approved. The City of University City must be named as additional insured.

- **Workmen’s Compensation Insurance** -

  The contractor shall procure and shall maintain during the life of the contract, Workmen’s Compensation Insurance for all of the employees engaged in work on the project under the contract, and in case any such work is sub-let, the contract shall require the sub-contractor similarly to provide Workmen’s Compensation Insurance for
all of the latter's employees engaged in such work unless such employees engaged in hazardous work on the project under his contract are not protected under Workmen's Compensations Statute, the contractor shall provide and shall cause each sub-contractor to provide adequate employer's general liability insurance for the protection of such of his employees not otherwise protected.

- **Contractor's General Liability and Property Damage Insurance**

  The contractor shall procure and shall maintain during the life of this contract, Contractor's General Liability Insurance in an amount not less than $100,000 for injuries, including accidental death to any one person and $800,000 for injuries, per occurrence. Property Damage Insurance must be maintained at $100,000 per person and $800,000 per occurrence. If umbrella coverage is used for the minimum coverage, it must include both General and Auto Liability.

- **Sub-Contractor's Public Liability and Property Damage Insurance**

  The contractor shall require each of his sub-contractors to procure and to maintain during the life of his sub-contract, Sub-contractor's Public Liability and Property Damage Insurance of the type specified in sub-paragraph "c" hereof in the amount specified.

- **Automobile Public & Property Damage Insurance**

  Automobile Public Liability Insurance in an amount not less than $100,000 single limit for injuries, including accidental death and $800,000 per occurrence. $800,000 must be maintained for property damage. Insurance for automobiles shall include: the contractor's owned automobiles and trucks, hired automobiles and trucks, and automobiles and trucks not owned by the contractor.

  No change, cancellation, or non-renewal shall be made in any insurance coverage without a FORTY-FIVE (45) DAY written notice to the City. The Contractor shall furnish a new certificate prior to any change or cancellation date. The failure of the contractor to deliver a new and valid certificate will result in suspension of all payments until the new certificate is furnished.

**Specifications and General Requirements**

1. Each model of copier offered under this Invitation to Bid must comply with all general requirements stated herein, plus those specific requirements applicable to the Volume Class for which that copier is being offered. Each bidder shall submit with their bid the completed signed BID FORM, for each unit offered, that certifies compliance with all the requirements, and enough descriptive literature for verification of all other requirements.
2. The copier CONTRACTED VOLUME service shall include delivery, network installation, set up and made ready for use with removal of all debris, all consumable supplies (except paper), emergency repair service during normal working hours (Monday through Friday, 8:00 am to 4:30 pm), periodic preventive maintenance and training.

3. Device Requirements:

All devices need to meet or exceed the City’s list of expected specifications. Any deviation would result in omission of vendor. Quantities for printers meeting level requirements will be provided at Pre-Proposal meeting.

- **Level 1 – Black and White**
  - Duplex
  - Desktop Unit
  - 30 ppm

- **Level 2 – Black and White**
  - Duplex
  - Scan and Copy
  - Desktop Unit
  - 42 ppm

- **Level 3 – Color**
  - Duplex
  - Scan and Copy
  - 2 Drawers (minimum)
  - 35 ppm
  - Paper Size up to 8 ½ x 14
  - Stand available as needed

- **Level 4 - Color**
  - Duplex
  - Scan and Copy
  - Finisher (Staple)
  - 45 ppm
  - Paper Size up to 11 x 17

- **Level 5 - Color**
  - Duplex
  - Scan and Copy
  - Finisher (Staple\Hole Punch)
  - High Capacity Tray
  - 65 ppm
  - Paper Size up to 11 x 17
4. Equipment Requirements - The models being offered must be in current production or latest models as of the date of the bid opening. For purposes of this solicitation, “current production” shall mean that the copier model with all features required by the City is being manufactured as new equipment and is operational in a commercial setting as of the date this offer is submitted. The devices provided shall be from the original manufacturer with no rebranded models.

5. Manufacturers Certification - Bidders must include with bid, a certification from the manufacturer, executed by a corporate Office, stating that the bidder is an authorized representative of the manufacturer and that all equipment is new and unused. If the bidder is other than manufacturer, they must submit prior to award of contract, either (1) a letter of commitment from the manufacturer which will assure the bidder of a source of supply sufficient to satisfy the City’s requirements for the contract period including the option years; OR (2) other evidence that the bidder will have an uninterrupted source of supply from which to satisfy the City’s requirements for the contract period.

6. Minimum Copier Features – The Bid Form lists minimum copier features that the bidder must meet, however, the bidder may exceed the minimum copier features by bidding faster, larger, and/or more feature rich machines.

7. Bid Form – Bidders are required to complete the information on the Bid Form. If any specifications listed by the bidder on the Copier Requirements section are later found to be in error, the City, at its option, may have that make and model removed and the contract subject to termination.

8. Technical Maintenance Support – The Contractor shall have enough management and qualified manufacturer trained and certified technicians to service all copiers.

9. Replacement and Back-Up Equipment – Replacement copier(s) are defined as copier(s) that will be installed to replace a malfunctioning copier and will remain on-site for the term of the contract. Back-Up copier(s) are defined as copier(s) that will be installed on a temporary basis while the malfunctioning copier is being repaired or until a replacement copier is installed. Back-Up equipment will be required after a copier has been down for sixteen (16) consecutive working hours.

10. Contractor Reports – The Contractor shall be required to provide the following reports:

   a. Quarterly reports: The Contractor shall maintain an inventory record that identifies all equipment delivered under this contract. The inventory record will be provided to the City Purchasing Specialist on a quarterly basis and is due on the 20th calendar day for the previous quarter and shall contain: (1) Make and model, location, and serial number of all installed equipment, (2) Contractor’s
record of performed maintenance and repair, (3) Monthly volume by machine of copies produced, (4) total billing for all copying service provided during this period.

b. Annual Reports: The Contractor shall provide a report to the City Purchasing Specialist indicating the actual yearly volume of copies produced by each machine. This report will be provided during the final month of the year prior to the final option year of the contract.

11. Meter Reading Requirements: The Contractor shall be able to provide a program that installs on the City’s print server that monitors meter readings.

12. An operator’s manual shall be furnished with each copier.

13. A stand, table or similar equipment must be provided for all non-floor models at no additional cost to the City, if deemed necessary for placement.

14. Accessories such as sorters, document feeders, etc., must be available as specified in the detailed item specifications.

15. Contractor should provide a printer maintenance agreement to support City owned devices.

16. Contractor should be able to offer a Print Counter program that is able to track employee usage and jobs.
## Minimum Requirements for Copier Services

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<th>NO</th>
<th>COMMENTS</th>
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<td>Vendor can respond to service request within 8 business hours</td>
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<tr>
<td>2</td>
<td>Vendor facility located within 20 miles of University City</td>
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<tr>
<td>3</td>
<td>Vendor has previous municipal experience</td>
<td></td>
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<td>4</td>
<td>Vendor has previous experience selling proposed equipment</td>
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<tr>
<td>5</td>
<td>Vendor has previous experience training staff on selected devices</td>
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<tr>
<td>6</td>
<td>Automated Meter Read available</td>
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<tr>
<td>7</td>
<td>Automated Toner fulfillment capabilities</td>
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<tr>
<td>8</td>
<td>Print management/tracking software available</td>
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<tr>
<td>9</td>
<td>Maintenance plan for City owned devices available</td>
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<tr>
<td>10</td>
<td>Copiers have option of Card Access Capabilities</td>
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</table>
Attachment 1

2020 Leased Printers Quantities and Location

City Hall

- Basement
  - Print Shop – Level 5
- 1st Floor
  - Finance MFP – Level 4
  - Finance Front Counter – Level 2
  - Comms – Level 3
- 2nd Floor
  - Admin MFP – Level 4
  - Legislative – Level 2
  - City Manager – Level 3
  - Mayor – Level 1
- 3rd Floor
  - PW MFP – Level 4
  - PW Front Desk – Level 2
  - IT – Level 3
- 4th Floor
  - CD MFP – Level 4
  - CD Front Desk – Level 2

Centennial Commons

- Admin area MFP – Level 4
- Control Desk – Level 2

FH 1

- Admin MFP – Level 4
- Captains Room – Level 1

FH 2

- Captains Room – Level 2

RPGC

- Golf Pro – Level 2
Garage
- Streets and Sanitation – Level 4
- Parks and Forestry – Level 2

HPCC
- Office – Level 2

PD
- Records – Level 5
- PD Admin – Level 3
- Detectives – Level 4
- Violations – Level 4

Library
- Office – Level 4

**Totals**
Level 1 – 2
Level 2 – 9
Level 3 – 4
Level 4 – 10
Level 5 – 2
## ATTACHMENT 2
### Print Fleet and Annual Usage

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<tr>
<th>Equipment model</th>
<th>Meter</th>
<th>Copies</th>
<th>Location</th>
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Total: 1,361,165

B/W: 917,653
Color: 443,512