



REQUEST FOR PROPOSALS (RFP)

Multi-Function Copiers  
Equipment and Maintenance

Issued

July 25, 2019

**Due**

**August 16, 2019; 4:00pm**



The Village of Campton Hills (“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 August 16, 2019 at 4:00 PM to:

Village of Campton Hills

Administration

Attn: RFP-COPIER 2019

40W270 LaFox Road, Ste B

Campton Hills, IL 60175

## **Section I. General Requirements**

### **A. Introduction and Mandatory Terms**

The Village of Campton Hills (“the Village”) will receive proposals from Office Equipment Vendors (“Vendors”) to provide copiers and other office equipment and maintenance of the leased/owned equipment. The Village expects to replace its current copier currently under a lease agreement.

Proposals will be accepted at the Village of Campton Hills-Administration, 40W270LaFox Road, Ste B, Campton Hills, Illinois 60175 Monday through Friday, 9:00 A.M. to 4:00 P.M. Each vendor shall provide one (1) hard copy of their proposal in a sealed envelope titled "RFP-COPIER2019," as well as one (1) electronic proposal via email to [tjohnson@villageofcamptonhills.org](mailto:tjohnson@villageofcamptonhills.org). Email submissions will be accepted until the close of business on August 16, 2019 at 4:00 pm. Proposals that are received by the Village after the specified time will not be accepted.

RFP inquiries must be submitted via email to: [tjohnson@villageofcamptonhills.org](mailto:tjohnson@villageofcamptonhills.org) no later than August 16, 2019.

At a proposer’s request, the Village will permit a vendor walk-thru 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 Campton Hills.

Other inquiries regarding this RFP shall be directed to: Ron Searl, Village Administrator, at [rsearl@villageofcamptonhills.org](mailto:rsearl@villageofcamptonhills.org). 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 Campton Hills, as an Illinois municipality, pays neither Illinois Sales Tax nor Federal Excise Tax (State Tax Exemption Identification Number E9934-4831-03). 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 thereof 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.

**G. 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 Campton Hills of ability and possession of necessary financial resources to comply with the terms and scope of services.

**H. Subletting of Contract**

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

**I. Village Ordinances**

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

**J. Governing Law**

All agreements entered into by the Village of Campton Hills 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 Campton Hills must be brought in the state and federal courts located in Cook County, Illinois.

**K. Term of Agreement**

The Village requests the proposal include the following:

1. Purchase price of the equipment outright
2. A term of the equipment lease for three (3) years
3. A term of the equipment lease for five (5) years.
4. Monthly Maintenance fee

## **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 a lease that is near expiration.

### **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 55-75 ppm black & white and 55-75 ppm full color minimum depending on average usage
- capable of scanning no less than 200 dpi
  - direct to one or more email addresses as well as to a network file folder
  - in black and white and color
  - format must be an industry standard (e.g., PDF, JPEG)
- capable of two-sided copying/scanning
- capable of three-hole punching
- capable of stapling minimum 50 sheet capacity
- capable of sorting/collating
- capable of reducing or enlarging
- 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
- capable of automatic feeding of at least 200 sheets
- capable of accepting card stock
- capable of feeding envelopes

## **B. Requirements for printers:**

### **1. Technical**

- capable of print speeds of 55 ppm minimum
- capable of handling 8 ½ X 11, 8 ½ X 14 and 11 X 17 paper sizes
- capable of 500 sheet capacity
- capable of network functionality
- capable of duplex printing

### **2. Printer Models**

The Village prefers Gestetner type printers. If the proposer cannot provide requested printers, they may propose a comparable replacement for Village approval.

## **C. Reporting Requirements**

### **a. Usage**

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

### **b. Maintenance Requirements**

#### **1. Monitoring**

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

#### **2. Repairs**

Vendor shall guarantee the availability of service calls, 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 Campton Hills with a comparable loaner unit, including installation, at no charge.

## **D. Delivery and Installation of equipment**

### **1. Start of Contract**

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 Campton Hills 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. 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 Konica Minolta pursuant to the Village's previous lease agreement.

## **2. Training and materials**

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.

### **E. End of Contract**

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.

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.

### **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**

- a. Clearly and succinctly describe the scope of services to be provided. Please provide a table in MS-Excel format including:
  1. List recommended replacement unit. Please include a full description and model number.
  2. Maintenance, servicing costs and service level details
- b. Details as to your service levels, response times, number of technicians serving this area and problem reporting methodologies.
- c. 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 in maintenance agreement
  1. Black and White
  2. Color
- c. Per copy charge for overages in black and white
- d. Per copy charge for overages/per Color

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. **Current Equipment**

Konica Minolta, Bizhub C-364e.

## **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.