



City of Ceres
City Clerk's Office
2220 Magnolia St.
Ceres, CA 95307
(209) 538-5731

REQUEST FOR PROPOSAL (RFP)

Lease and Maintenance Service of Multi-Function Digital Copiers

RFP ISSUED: October 14, 2024

PROPOSALS DUE: November 7, 2024

PROPOSAL SUBMITTALS TO:

City of Ceres
Attn: City Clerk's Office
2220 Magnolia St.
Ceres, CA 95307

Introduction

The City of Ceres (City) is accepting proposals from qualified suppliers for the Lease and Maintenance of Multi-Function Digital Copiers (MDC) in accordance with the included specifications, terms, and conditions shown in this Request for Proposals (RFP). The City seeks an upgrade to current technology, improve staff efficiency and hopes to reduce its costs of lease and maintenance services for its copiers. Questions or inquiries regarding this RFP should be directed to Fallon Martin, City Clerk, at (209) 538-5731 or via email at cityclerk@ci.ceres.ca.us.

Background

The City's current copier lease and maintenance contract is nearing term date. As a result, the City must go out to bid for such services offered by qualifying suppliers. It is the City's preference to obtain reliable devices with a maintenance contract that will minimize administrative costs and down time.

For the purposes of this RFP, the City consists of three facilities within a one mile radius. Unless otherwise noted, the facilities will be open to the supplier for installation and service of equipment during the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday, except for holidays.

Currently, the City has eight multi-function copiers and one MICR printer with leases that are expiring in December 2024. The City intends to replace the following existing machines with new machines:

List of Existing Equipment

Make/Model	Location	Average Monthly Volume	Average Monthly Volume
		<i>Color</i>	<i>Black & White</i>
Canon C5560i II	City Hall	5,000	3,000
Canon C5560i II	Annex	4,000	4,000
Canon C5560i II	Finance Department	2,000	2,500
Canon C5540i II	Recreation	5,000	1,500
Canon C5540i II	Corp Yard Water Admin	1,500	1,000
Canon C5540i II	Corp Yard Public Works	1,500	1,000
Canon C5540i II	Police Department	4,000	2,500
Canon MF735Cdw	Waste Water Treatment	500	500
HP LaserJet Enterprise M406	Payroll Office	N/A	2,500

Questions

All questions related to this RFP must be made in writing and received at least five (5) working days prior to the closing date for submittal of this RFP. This will provide time for issuing and forwarding answers. The City will not be responsible for oral interpretations of the RFP.

Proposal Process & Timeline

1. **Proposal Submission and Opening:** Proposals must be delivered directly to the City no later than 5:00 pm on November 7, 2024. Late submissions after the

deadline or proposals delivered via fax will not be accepted. A total of five identical printed hard copy proposals and one electronic (PDF) on flash drive must be submitted and labeled as follows:

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2. **Proposal Review:** The City will evaluate each proposal submitted. It is anticipated that the review process will be completed by November 15, 2024.
3. **Notification:** The City anticipates sending written notification to all bidders regarding the outcome of the review and contract award process by November 18, 2024.
4. **Obtain Business License:** The supplier is required to obtain a City of Ceres business license prior to the delivery and installation of any products. All fees must be paid prior to issuance of the business license. Additionally, the supplier is obligated to maintain the business license account in good standing for the duration of the contract. Failure to do so may result in the immediate termination of the contract with no further monies due from the City.
5. **Delivery and Installation:** The machines shall be delivered, installed and made ready for use the week of December 16 - 19, 2024. The City will make every effort to administer the proposal process in accordance with the terms and dates discussed in this RFP. However, the City reserves the right to modify the proposal process and dates as deemed necessary.

Approximate Timeline	
Distribution of RFP	October 14, 2024
Proposal Submission	November 7, 2024
Proposal Review	November 12 - 15, 2024
Notification to Bidders	November 18, 2024
Council Approval	November 25, 2024
Delivery and Installation	December 16 - 19, 2024

The City reserves the right, at its sole discretion, to adjust the RFP schedule as it deems necessary.

Minimum Qualifications

To be considered for selection, proposing suppliers must have at least the following qualifications:

- Authorized by the manufacturer to supply the makes and models offered.
- Agree to assign experienced and dedicated staff committed and capable of servicing the equipment.
- Provide products which meets the Energy Star specifications for energy efficiency.

- All services and equipment must comply with Cal/OSHA requirements.
- Ability to provide demonstrations of proposed copiers prior to selection of award.
- Submit Certificate of Insurance in amounts specified by the City.
- Have an established office within a 100-mile radius to the City.

Format of Proposals and Scope of Services

To facilitate a fair and efficient review of all proposals, please structure your proposal in the following format, utilizing the same numbering system as found in the Request for Proposal. Responses that do not follow this format will be scored accordingly and are subject to rejection.

Font should be size 11, at a minimum, with margins of no less than one inch. Your answers should be direct and to the point, providing enough detail, but without excess marketing jargon. Page limits below are guidelines, not mandatory.

Tab 1: Title Page/Cover

One printed page maximum. It should include the name, address, FAX number, email address and phone number of the supplier's authorized negotiator. Vendor's authorized negotiator shall be empowered to make binding commitments for the supplier's firm.

Tab 2: Vendor Profile

Five printed pages, maximum. Respond to the following sections:

1. *Overview*

Provide a corporate overview of your company.

2. *Experience*

Describe the company's experience in providing services to the public sector. Include exclusive resources dedicated to the public sector.

3. *References*

Provide three comparable references in the following format:

Name of organization:	
Contact Name:	
Phone Number:	
Length of Relationship:	
Services in Use:	

4. *Contract Management*

Describe the service team that will be assigned to the City. Describe individual roles, responsibilities and briefly detail related experience.

5. *Compliance and Exceptions*

Include statements to confirm your company's compliance with the minimum qualifications. Also list any exceptions to required product and services.

Tab 3: Work Plan

Delivery, Installation, Training Schedule, Security – Describe how your company will manage the delivery, installation and training requirements for the new machines and how the supplier will meet the specifications delineated in this RFP. The plan should be simple, easy to read and follow, and address and satisfy the objectives and specifications as listed in the scope of work in this RFP. Please address hard drive security issues of the new machine. Recommend how the City should manage security of the hard drive on the new machine.

Tab 4: Terms and Conditions

- Cost: The following cost information is to be submitted along with a detailed list of services to be provided:
 - a) Lease rate for 60 months that includes all desired features, must include delivery and installation. Proposed prices will include all federal, state and local taxes. The lease rate will be fixed for the contract term with no price increase.
 - b) Maintenance, including service and supply (cost per page rates). Vendor shall bear all costs for labor and parts required to maintain the equipment in good working order and make all necessary adjustments, replacements and repairs caused by normal wear and tear. The maintenance price will be fixed for the contract term with no price increase. Proposed prices will include all federal, state and local taxes.
 - c) Provide separate price list for optional accessories.
 - d) Provide separate lease rates for longer lease terms if desired.
- Delivery and Installation: Coordinate with the City Clerk's Office regarding all activities related to delivery and installation of the equipment. Provide delivery and installation schedule to the City Clerk's Office.
- Performance: Machines provided will perform to manufacturer's specification for a minimum of 95% of the available work time. If a machine fails to meet the 95% standard, it shall be replaced with an equal or better model at no cost to the City. If the supplier fails to correct the non-performance, the City reserves the right to terminate the contract by giving a 10-day notice to the supplier after which no further obligation is due from the City.
- Maintenance Service: Supplier will provide routine maintenance services and provide a report of routine services. Supplier will respond to emergency service requests within four hours after City reports a malfunction. Supplier will replace defective parts within 24 hours after determining a part is defective. Service will be furnished to the City between 8:00 a.m. and 5:00 p.m., Monday through Friday.
- Recurring Maintenance Calls: Only fully trained and qualified technicians shall perform the maintenance on the copier. If the supplier's service technician fails to successfully repair a recurring problem for the third time, the City will have the option to replace the copier or have the copier lease and maintenance agreement cancelled and not pay any early termination charges. If the City chooses to replace the machine, the supplier will immediately replace the machine with an equivalent unit or one that meets the City's approval. The supplier will bear all costs associated with removal and delivery of the

replacement machine. The period of agreement remains the same and the cost of the replacement machine shall not exceed the cost of the original.

- Training: Operator training will be provided at 2220 Magnolia Street at no additional cost. The machines will be delivered with an operator's manual.
- Supplies: The City will supply paper for the machines. The supplier shall be responsible for supplying toner, drum, developer, staples, etc. and shall include the cost in the maintenance price.
- Hazardous Materials: Supplier shall identify all hazardous materials as required under the California Code of Regulations and the State Health Safety Code. Vendor shall provide Material Safety Data Sheets (MSDS) for all products that may contain hazardous materials to the City at the time of installation of the copier. Vendor shall agree to pick up and recycle any used supply cartridges such as toner, developer, etc. that may be classified as hazardous at no additional expense to the City.
- Return of Equipment: The end-of-contract return of any equipment shall be provided by the supplier and coordinated with the City at no cost. Subject equipment shall be removed no later than 30 days after receiving notification for termination of contract.
- Contract Form: Supplier shall provide copies of their standard lease and maintenance contract to be entered into with the City. The final contract will incorporate the appropriate terms and conditions from this solicitation.
- Authorization to Contract: Provide either an excerpt from your Corporate Resolution, Certificate of Secretary, or correspondence from the President or Chief Executive Officer attesting that the individual signing the proposal has the authority to make binding representations on behalf of the company.
- Replacement of Equipment: Replacement equipment is defined as equipment that shall be installed to replace a malfunctioning piece of equipment and shall remain on site for the term of the Contract. All replacement equipment shall be new. Back-up equipment (loaners) is defined as equipment that shall be installed on a temporary basis while the malfunctioning equipment is repaired or until replacement equipment is installed. Back-up equipment shall be required after a piece of equipment has been down for 16 consecutive business hours. Back-up equipment shall be replaced within 30 days with the original machine, fully repaired, and/or restored to full working order or a new replacement piece of equipment. The supplier shall replace equipment having demonstrated a history of "excessive down time" with a new piece of equipment of equal or better features, unless the City declines. Excessive down time shall be defined as four or more service calls in a one-month period. Downtime is calculated from the time the end user places the call and ends when the piece of equipment is up and running. Service calls that are operator induced shall not be counted and will be noted on the work order.
- Quarterly reports: The supplier shall maintain an inventory record that identifies all equipment delivered under the Contract. The inventory record shall be provided to the City's authorized representative on a quarterly basis. The report shall contain (1) Make and Model, location, serial number, and vendor equipment number of all installed equipment; (2) suppliers record of performed maintenance and repair; (3) Monthly volume by piece of equipment.

- **Down Time Reports:** The supplier shall provide a quarterly report to the City's authorized representative indicating overall the City's down time percentage and individual down time percentage for each individual piece of equipment. Any piece of equipment recording 5% or more downtime shall be replaced with a new piece of equipment immediately.
- **Average Response Time:** The supplier shall provide a quarterly report to the City's authorized representative indicating both overall response time and individual actual response time for each piece of equipment.
- **No Guarantee of Usage:** Any quantities listed in this RFP are estimated or projected and are provided for tabulation and information purposes only. No guarantee of quantities is given or implied by the City. Supplier must furnish the City's needs as they arise.
- **New Merchandise:** Unless otherwise required by the specifications all products furnished will be new and unused.
- **Warranties:** The supplier shall warrant all material or products and labor provided under the contract, in addition to any manufacturers' warranties that may also apply. Warranty periods must be included in responses to proposal. supplier, as the contracting party, shall be considered primarily responsible to the City for all warranty service, parts, and labor applicable to the material or products provided by supplier in this contract, irrespective of whether supplier is an agent, broker, fabricator, or manufacturer's dealer. Supplier shall be responsible for ensuring that warranty work is performed at a local agency or facility convenient to the City and that services, parts, and labor are available and provided to meet the City's schedules and deadlines. Supplier may establish a service contract with a local agency satisfactory to the City, to meet this obligation if supplier does not ordinarily provide warranty service. All such non-contractor warranty service, parts, and labor must be clearly identified in the proposal.
- **Conflict of Interest Statement:** Any activities or relationships of the supplier that might create a conflict of interest for the supplier or the City, and, if such activities or relationships exist, a description of the facts, legal implications, and possible effects sufficient to permit the City to appreciate the significance of the conflict and to grant any conflict waiver, if appropriate and necessary.

Tab 5: Minimum Desired Features:

- a. Automatic document feeder with single pass duplexing. (Reversing single pass feeder)
- b. Four paper trays, 500 sheet capacity per tray, paper sizes: 11"x17", legal, and letter
- c. 50 Sheet bypass tray
- d. Finisher with 50 sheet stapler
- e. 3-hole punch unit
- f. Single tray finisher
- g. Minimum rate speed of 55 ppm (except for the two copiers listed below in section hh and ii)
- h. Allow for both color and black and white copies
- i. Copy, scan and print up to 11x17

- j. Require no additional PC workstation to facilitate any scan or e-mail functionality
- k. Scan new jobs while the device is network printing or copying without network interruption
- l. Scan to desktop, e-mail, network repository, OneDrive, or workflow applications
- m. Allow network users to access any City mail server(s) via authorized network login and password
- n. Ability to store print jobs and access them via a password protected mailbox on MDC
- o. Automatic enlargement and reduction capability in preset ratios and zoom image of at least 25% - 400% in 1% increments
- p. Enable end users to easily replace consumable components including toner, staples, and paper
- q. Energy Star compliant
- r. All equipment must be capable of processing up to 100% recycled content paper
- s. Ability to print labels, card stock and envelopes
- t. Diagnostic display that troubleshoots problems and tracks in-progress functions
- u. All applicable user desktop software shall be included to operate MDCs for printing, copying, faxing, and scanning. This should include, but not be limited to OCR, PDF, TIF and JPG scanning
- v. Multifunction device capable of network printing and scanning to an SMB share as well as scanning to email utilizing an SMTP server
- w. Easily accessible misfeed areas that facilitate accessing and clearing misfeeds
- x. Easy viewing of panel in standard office lighting.
- y. View status of copy/print/fax jobs
- z. Release/select/delete jobs from hold queue
- aa. Ability to manually adjust image quality levels (contrast, sharpness)
- bb. Wi-Fi printing availability
- cc. Each MDC shall be equipped with a UL approved three wire cord and grounded conductor plug (three-prong) and may operate on 110 or 220 volts. The successful supplier shall provide any necessary special adaptors, receptacles or cords that the equipment requires, as well as network cables
- dd. Universal print driver option
- ee. Power surge device per piece of equipment
- ff. Each MDC shall have a non-resettable counter built into the machine for audit and accounting purposes
- gg. The payroll check printer must meet the following requirements:
 - HP Brand Black/White Laser Jet Networked Printer.
 - High Speed USB Port.
 - HP PCL 5e/6 Personality or Language Installed.
 - Automatic Duplexing Included and Enabled.
 - Minimum Memory - 1024MB.
 - Minimum of 80 Internal TrueType Scalable Fonts (80 HP Font Set.)
 - Minimum of 2 Full Input Trays (Manual Feed Tray not usable.)
 - MICR toner cartridge.

- hh. Wastewater Treatment Plant (4200 Morgan Rd.) replacement copier: desktop copier, dimensions 1.5'x1.5' with a minimum print speed of 25 ppm. Features to include fax, copy, scan and print 2-sided
- ii. Police Department (2727 Third St.) Replacement Copier: minimum print speed of 40-45 ppm. Features to include copy, scan and print 2-sided

Optional Accessories/Requests:

- a. 3,000 sheet paper feeder/drawer (City Hall and Annex)
- b. Staple without a staple
- c. Follow me print
- d. Watermarks, page numbering, etc.

Evaluation of Proposals

The evaluation criteria will include the following:

Evaluation Criteria

Proposals shall be evaluated using the five categories listed below. The evaluation criteria for the award of the contract will be weighted as follows. A score of one through ten will be assessed in each category, and then weighted according to the percentage assigned to each category. The following represent the principal selection criteria, which will be considered during the evaluation process:

Firm's Qualifications, Experience, and References (15%)

Experience in performing work of a closely similar nature and size; experience working with public agencies; strength, stability, experience, and technical competence; assessment by client references.

Personnel and Staffing (10%)

Qualifications and experience of proposed personnel for requested services.

Work Plan (10%)

Depth of supplier's understanding of City's requirements; overall quality and logic of work plan.

Price Structure (60%)

Reasonableness and competitiveness of the costs proposed.

Quality and Responsiveness of the Proposal (5%)

Completeness of response in accordance with the RFP instructions.

Final Comments

The City reserves the right to reject any and all proposals, cancel all or part of this RFP, waive any minor irregularities, and to request additional information from proposing suppliers. By requesting proposals, the City is in no way obligated to award a contract or pay expenses of the proposing companies in connection with the preparation or submission of a proposal. The decision to award a contract will be based on many factors including, but not limited to, service, cost, financial strength, and innovation. No single factor, such as cost, will determine the final decision to award. The City appreciates the

efforts of all the companies and their respective staff in responding to the Request for Proposals.