CITY OF FEDERAL WAY

**REQUEST FOR PROPOSAL**

1. **PURPOSE OF REQUEST**.

The City of Federal Way (“City”) is requesting proposals for the purpose to identify qualified Proposer(s) that can provide the City with the most cost effective maintenance services and consumable supplies for network HP printers. This includes all labor, parts and materials necessary for the various classifications, types and makes/models of printers/MFPs. A list of City’s current printers/MFPs is included as “Exhibit A”. The City’s needs are outlined in the following Request for Proposal (“RFP”). The City’s Information Technology (IT) Department will administer the contract and have the responsibility to declare any specific maintenance of a printer/MFP as an “Exception”.

1. **TIME SCHEDULE.**

The City will follow the following timetable, which should result in a selection of a firm by October 5, 2017

Issue RFP September 1, 2017

Deadline for Submittal of Proposals September 15, 2017

Preliminary Selection of Firm September 20, 2017

Notify Firm Chosen October 5, 2017

1. **INSTRUCTIONS TO PROPOSERS.**

A. All proposals should be sent to:

Brian Pearson, IT Supervisor

City of Federal Way

33325 8th Ave S

Federal Way, WA 98003

(253) 835-2552

1. All proposals must be in a sealed envelope and clearly marked in the lower left-hand corner: **“RFP - Printers Maintenance”**
2. All proposals must be received by 5:00PM on Friday, September 15, 2017, at which time they will be opened. Three (3) copies of the proposal must be presented. No faxed or telephone proposals will be accepted.
3. Proposals should be prepared simply and economically, providing a straight forward, concise description of provider capabilities to satisfy the requirements of the request. Special bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on completeness and clarity of content. Use of recycled paper for requests and any printed or photocopied material created pursuant to a contract with the City is desirable whenever practicable. Use of both sides of paper sheets for any submittals to the City is desirable whenever practicable.
4. The RFP Coordinator or representative will notify the firm selected by October 5, 2017.
5. All proposals must include the following information:
   * + The names of individuals from those firms who will be working on the project and their areas of responsibility
     + Specific experience of individuals relative to the proposed project.
     + A proposed outline of tasks, products and project schedule, including the number of hours required to complete each task or product.
     + A proposed budget based on the above outline of tasks, products and schedules.
     + References.
6. **SELECTION CRITERIA**.

|  |  |  |
| --- | --- | --- |
|  | **Factor** | **Weight Given** |
| 1 | Responsiveness of the written proposal to the purpose and scope of service | 10% |
| 2 | Price. | 50% |
| 3 | Ability and history of successfully completing contracts of this type, meeting projected deadlines and experience in similar work | 40% |
|  | **Total Criteria Weight** | **100%** |

Each proposal will be independently evaluated on factors 1 through 3.

1. **TERMS AND CONDITIONS**.
2. The City reserves the right to reject any and all proposals, and to waive minor irregularities in any proposal.
3. The City reserves the right to request clarification of information submitted, and to request additional information from any proposer.
4. The City reserves the right to award any contract to the next most qualified contractor, if the successful contractor does not execute a contract within thirty (30) days after the award of the proposal.
5. Any proposal may be withdrawn up until the date and time set above for opening of the proposals. Any proposal not so timely withdrawn shall constitute an irrevocable offer, for a period of ninety (90) days to sell to the City, the services described in the attached specifications, or until one or more of the proposals have been approved by the City administration, whichever occurs first.
6. The contract resulting from acceptance of a proposal by the city shall be in a form supplied or approved by the City, and shall reflect the specifications in this RFP. A copy of the contract is available for review and shall include requirements to comply with ADA, Civil Rights Act, and EEO requirements. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the City Attorney’s office.
7. The Recipient, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.
8. The City shall not be responsible for any costs incurred by the firm in preparing, submitting or presenting its response to the RFP.
9. **SCOPE OF SERVICES**.

The successful Proposer must be able to perform general and preventative maintenance and repair services on network attached printers and MFPs that is inclusive of all labor, parts, material and consumable supplies for the various classifications, types and makes/models of printers and MFP’s, listed on Exhibit A. The City reserves the right to add/modify/remove printers and MFPs from Exhibit A during the term of the proposed contract. Any exception including subcontracting shall be included in the response.

A**. PROPOSER QUALIFICATIONS**

**(Response must be on Appendix B)**

* Proposer must have toll-free technical support
* Proposer must have a single point of contact for maintenance/warranty issues (Fill out Point of Contact List Appendix A)
* Proposer must have a single point of contact for billing issues (Fill out Point of Contact List Appendix A)
* Prefer that Proposer provide service history reporting by serial/ID number (prefer available on-line)
* Proposer may use existing contract for pricing baseline, indicate contract type (State of Washington, WSCA, KCDA, etc.) and contract number or identify if this is independent pricing
* Proposer shall describe in detail the process used and the organization responsible for warranty repair service
* Proposer shall utilize an automated process for collecting the machine metering count. Please describe metering collection process in detail (what software used, on premise or hosted and any system/network requirements) and the rate calculation process.
* Proposer must use manufacture’s certified technician to service and repair the listed printers/MFPs, please provide statistics on staffing level and certifications.

B**. REPAIRS, MAINTENANCE AND SUPPLIES**

Provide consumable supplies, general and preventative maintenance, and all repair services on network attached Printers/MFPs

* The maintenance contract should include all applicable parts, supplies, labor and travel expense (paper excluded)
* Maximum response time for service calls is one business day
* All replacement parts shall be factory authorized parts of make/model of printer
* All consumable supplies shall be factory OEM parts of the make/model of printer, specify if other than OEM
* Proposer shall list any/all non-covered parts and consumable supplies
* Minimum of one annual preventive maintenance is required to ensure the printers/MFPs are in sufficient mechanical condition
* In addition, there must be an adequate number of service technicians to respond to individual requests for maintenance within the maximum response time of once business day
* If repairs cannot be completed on site or within a *5 (five) business days* the City reserves the right to request a loaner printer of similar specification while the unit is being repaired

1. **HOUR OF OPERATION**

The City has a number of services that operate on a 24/7 basis and desires the most comprehensive hour coverage possible. Please identify normal business hours and emergency business hours if available.

1. **COMPENSATION**.

A. Please present detailed information on the firm’s proposed fee schedule for the specifications proposed and for any variation for non-routine services, inclusive of Washington state sales tax and any other applicable governmental charges. Please provide specifics as to definitions of routine versus non-routines tasks, what is fixed as opposed to variable, and how costs are adjusted according to that classification.

B. Payment by the City for the services will only be made after the services have been performed, an itemized billing statement is submitted in the form specified by the City and approved by the appropriate City representative, which shall specifically set forth the services performed, the name of the person performing such services, and the hourly labor charge rate for such person. Payment shall be made on a monthly basis, thirty (30) days after receipt of such billing statement.

1. **PUBLICATION**.

Name of Publication: Dates:

Federal Way Mirror 09-1-2017

City of Federal Way Web Site 09-1-2017

EXHIBIT A

All City’s printer are all manufactured by Hewlett Packard. The City reserves the right to add/modify/remove any pritner/MFP from this list during the term of the contract.

Current list of City’s printers/MFPs:

|  |  |  |  |
| --- | --- | --- | --- |
| **Printer Name** | **Location** | **Model** | **PG Count** |
| CC5200DTN | City Council Office | LaserJet 5200 | 56,380 |
| CDAD605X | CD Admin Cubicle | LaserJet M605 | 20,399 |
| CDAD8150DN | CD Workroom | LaserJet 8150 | 287,137 |
| CDBL9050DN | Permit Counter | LaserJet 9050 | 158,354 |
| CDHD8150DN | Behind receptionist cubicle | LaserJet 8150 | 346,413 |
| CDPL605X | Outside of PW Workroom | LaserJet M605 |  |
| CK9040DN | City Clerk’s Office | LaserJet 9050 | 198,930 |
| DBC3015X | Dumas Bay Center | LaserJet P3015 | 993 |
| EOCM577COLOR | EOC/Twin Lakes Room | Color LaserJet MFP M577 | 833 |
| FI605X | Printer by Folding Station | LaserJet M605 | 8,379 |
| FI8150DN | Printer by Volunteer Cube | LaserJet 8150 | 203,660 |
| FWCC4050TN | FWCC Custodian Office | LaserJet 4050 | 306,896 |
| FWCC8150DN3 | FWCC Lifeguard Room | LaserJet 8150 | 240,535 |
| FWCC9050DN1 | FWCC Safe Room Entrance | LaserJet 9050 | 37,473 |
| FWCC9050DN2 | FWCC Office | LaserJet 9050 | 116,802 |
| HR605X | HR Office | LaserJet M605 |  |
| IT9050DN | IT Department | LaserJet 9050 | 41,511 |
| LA605X | Law Department (Back) | LaserJet M605 | 74,411 |
| LAWR605X | Law Department (Front) | LaserJet M605 | 18,138 |
| MC WARR/MC9050DN | MC Clerks Area | LaserJet 9050 | 238,702 |
| MC2600COLOR | Judge Larson's Office | LaserJet 2600n |  |
| MC4050TN | Susan White's Office | LaserJet 4050 | 147,401 |
| MC8150DNRM3 | Court Room 3 by TV | LaserJet 8150 | 294,520 |
| PAECM577COLOR | PAEC | Color LaserJetMFP M577 | 2,152 |
| PDAD4050TN | PD Admin to Chief | LaserJet 4050 | 188,531 |
| PDCMD9050DN | Outside Quarter Master Office | LaserJet 9050 | 31,763 |
| PDEVID8150DN | PD Evidence Building | LaserJet 8150 | 607,185 |
| PDINV8150DN | CIS | LaserJet 8150 | 387,130 |
| PDPAT605X | Patrol Area | LaserJet M605 | 5,499 |
| PDREC9050DN | Record Area | LaserJet 9050 | 94,479 |
| PDSIU5200DTN | CIS SIU Area | LaserJet 5200DTN | 104,965 |
| PDTR8150DN | PD Substation | LaserJet 8150 | 386,663 |
| PRAD3015X | Parks Admin Cubicle | LaserJet P3015 | 14,228 |
| PW605X | Building Inspector Area | LaserJet M605 | 12,354 |
| PWDS9050DN | Traffic Engineer Area | LaserJet 9050 | 84,267 |
| SWM605X | SWM Area | LaserJet M605 | 38,996 |

APPENDIX A

RFP #

Proposer Point of Contact List

**Proposer must fill out completely**

1. **Technical Support**

**Name of Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Web Link: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **Maintenance/Warranty Support**

**Name of Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Web Link: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **Billing Support**

**Name of Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Web Link: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

APPENDIX B

RFP PRINTERS/MFP MAINTENANCE

Proposer Qualifications

**Proposer must respond (Y or N) to each item.**

**Comment area may be used at Proposer discretion.**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Yes** | **No** |
| **1.** | **Proposer must have toll-free technical support** |  |  |
| **2.** | **Technicians must pass security background check to able work within Police Department** |  |  |
| **3.** | **Proposer must have a single point of contact for maintenance/warranty issues (Fill out Point of Contact List Appendix A)** |  |  |
| **4.** | **Proposer must have a single point of contact for billing issues (Fill out Point of Contact List Appendix A)** |  |  |
| **5.** | **Proposer must provide service history reporting by serial/ID number (prefer available on-line)** |  |  |
| **6.** | **Proposer may use existing contract for pricing baseline, please indicate contract (State of Washington, WSCA, KCDA, etc.) and include contract number** |  |  |
| **7.** | **Proposer shall describe in detail the process used and the organization responsible for warranty repair service. Proposer complies** |  |  |
| **8.** | **Proposer shall utilize an automated process for collecting the machine metering count. Please describe metering collection process in detail (what software used, on premise or hosted and any system/network requirements) and the rate calculation process.** |  |  |
| **9.** | **Proposer must use manufacture’s certified technician to service and repair the listed printers/MFPs, please provide statistics on staffing level and certifications.** |  |  |

APPENDIX C

RFP#

References

**Name of Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Web Link: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Web Link: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Web Link: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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