

Greater Opportunities for Broome and Chenango, Inc.
5 W. State Street
Binghamton, NY 13901

Request for Proposal (RFP) for Printing, Copying, and Maintenance Services

TO: Copier solutions vendors and manufacturers
FROM: Mark Silvanic- CEO
Christine Monsen- CFO
Brian Presto- IT Coordinator
SUBJECT: Request for Proposal for Printing, Copying, and Maintenance Services
DATE: 03/28/2023

Greater Opportunities for Broome and Chenango, Inc. is accepting RFP's for printing, copying, and the associated maintenance of the devices that will occupy the offices and communal printing spaces located throughout the agencies main offices, Head Start Centers, and Housing Projects in Broome County. Greater Opportunities will award a five-year contract to a single provider for all requested devices and services.

All proposals should include new (non-refurbished) equipment, that will be network connected, centrally managed, and include the enclosed specifications. The start of the proposed five-year agreement should begin 6/1/2023 and last through 05/30/2028.

The deadline to submit proposals is 30 days. A checklist of required documents is included in this packet. Please ensure all requested information is included in your proposal. Questions or inquiries to this RFP should be e-mailed to bpresto@greaterops.org.

NOTE: Vendors requesting an RFP and / or submitting a bid must provide their e-mail address to Brian Presto. An e-mail group will be created and utilized for the purposes of answering questions, changes, and clarifications for all RFP related issues.

Proposal Instructions

Greater Opportunities for Broome and Chenango, Inc. District requests proposals for the following specifications for printing, copying, and maintenance services subject to the following conditions:

1. DUE DATE

Proposals will be received until **April 20, 2023**, by 4:00 pm. All proposals are to be valid for 90 days.

2. PROPOSAL IDENTIFICATION

All proposals should be submitted in a sealed envelope marked, "**PROPOSAL FOR COPYING SERVICES – Attn: Brian Presto.**" The vendor name must be clearly marked on the envelope.

3. PROPOSAL ENCLOSURES

See enclosed checklist for all information that needs to be included in the proposal. Any change in the wording of the proposal forms could be cause for disqualification of the vendor's proposal. Vendors must also attach complete device specifications. In addition, all costs must be identified. Greater Opportunities for Broome and Chenango, Inc. will not be responsible for any costs not identified in the proposal.

4. SIGNATURE

An authorized representative of the vendor must sign the RFP signature page, the spreadsheet, and the pricing form in ink signifying agreement to all terms and conditions in the RFP.

5. PRICE – NO ESCALATION CLAUSE

Prices quoted herein shall not be withdrawn within 90 days after the date of the opening of the proposals. Proposals submitted with an escalation clause will not be considered. Proposals submitted for less than 90 days will not be considered.

6. AWARD OF CONTRACT AND BOARD RESERVATIONS

The Board of Directors reserves the right to accept or reject any or all proposals, or parts thereof, or items therein. The agency reserves the right to waive any or all technicalities or informalities in bidding. Greater Opportunities would prefer to work directly with a manufacturer or their recommended regional re-seller. Greater Opportunities will not accept more than one brand of equipment in the fulfillment of this proposal. Greater Opportunities reserves the right to award the contract not based solely on the vendor with the lowest cost but based upon an offer which, in the agency's opinion, best fulfills or exceeds the requirements of the RFP and is deemed to be in the best interests of Greater Opportunities. In addition, it will be assumed that each vendor has submitted their lowest responsible bid.

7. CERTIFICATION

By submitting a proposal for the copiers with the associated service and supplies specified in the proposal, the vendor certifies that they are the original manufacturer service center (or authorized by the manufacturer) to sell and service the items specified.

The vendor further certifies that they have, in their employment, manufacturer's factory-trained technicians with certification that qualifies them to service the equipment being proposed, and that they will maintain an adequate store of manufacturer only factory-authorized repair parts and supplies for the equipment being proposed.

8. TERM OF CONTRACT AND PARTIES INVOLVED

Greater Opportunities intends to enter into a five-year contract (60 months) for these copiers. It is the desire of Greater Opportunities to realize cost efficiencies by keeping our copiers with one manufacturer. The contract will be between Greater Opportunities for Broome and Chenango, Inc. and the vendor awarded the contract. There shall be NO third-party service/maintenance involved in this contract. If a vendor is unable to maintain their service status for the duration of this contract, then Greater Opportunities shall have the right to cancel the maintenance portion of the contract, paying for service and maintenance to the date of cancellation without regard to any statement to the contrary in the lease agreement.

Greater Opportunities for Broome and Chenango, Inc. will not be required to send end-of-lease options. There will be no automatic renewal and contract will automatically be month-to-month under the same terms and conditions of the 60-month contract if Greater Opportunities elects this option. In addition, all equipment delivery, setup, and installation at the beginning, during, and end of the lease will be the financial responsibility of the vendor. Any moving of equipment from building to building or

within the building during the contract will be the responsibility of the vendor to meet the current needs. Vendor will be responsible for all shipping/delivery charges at beginning and at end of lease.

Greater Opportunities for Broome and Chenango, Inc. requires that the contract must allow the ability to make changes, based upon its needs, to adjust both the hardware (up to four copiers) and image volume, which shall not affect the terms and conditions of the agreement. Greater Opportunities for Broome and Chenango, Inc. requires that the proposal be flexible to add copiers to the contract without changing the terms and conditions. In addition, Greater Opportunities must have the ability to subtract copiers (up to four copiers) and only pay to the end of the month in which it was subtracted for each particular copier. As volumes changes, Greater Opportunities for Broome and Chenango, Inc. has the option of removing copiers from this contract without any penalties or responsibilities for remaining lease payments. Greater Opportunities will not be responsible for any lease/maintenance charges beyond the date the copier was subtracted from the contract.

9. INCLUSIONS IN PROPOSAL

Vendor is to calculate the total cost for Greater Opportunities to use the various copy machines for the accepted contract period. The contract period will valid for the 60-month contract.

The cost should remain fixed throughout the term of the agreement for both the Lease and the Service and Supply Contract. If not possible, the vendor must specify the increases annually or demonstrate the cost increase annually as “not to exceed”.

Service and Supply costs include: equipment, toner, staples, developer, fuser, etc., all maintenance items, repair, preventive maintenance, emergency repair, equipment delivery, installation, all network connectivity and support (both initial and ongoing), software / firmware updates, customer training (both initial and ongoing), stands, and any and all other costs except paper.

All service parts, maintenance kits, supply kits, replacement kits, etc., must be installed by the vendor’s Field Service Technicians. Greater Opportunities for Broome and Chenango, Inc. will not accept any form of service parts, maintenance kits, supply kits, replacement kits, etc., to be installed by the agency’s employees. The vendor must employ in their organization Certified SE and TSE (Solutions and Technical Solutions Engineers). The vendor must also provide organization- employed, manufacturer-trained instructors to conduct all initial and ongoing training to Greater Opportunities employees.

It is important to note that costs must also include initial training upon installation and ongoing end-user training. In addition, training for new users must be provided periodically at no cost to the agency.

10. REQUISITE CAPABILITIES OF BIDDING EQUIPMENT

- a. All features must be supported in MAC OS 10 and up, Windows 10 and up, and Windows Server 2016 and up.
- b. The proposed solution must support pull printing capabilities where users will print to a standardized or global queue and select which printer to print from by physically logging in to a copier and selecting their print job(s).
- c. All copiers must include the following features: stapling, 2- and 3-hole punching, scanning, and duplexing. Select machines, noted in Schedule A and Schedule B, must support fax capabilities including print to fax feature.
- d. Copiers must be able to scan to e-mail for all staff using a Microsoft Office 365 Outlook e-mail address.
- e. Machine Access / Driver Options:
 - i. Access copier and printer functions using a PIN code.
 - ii. Access copier and printer functions using network authentication based on Active Directory and/or Google Directory accounts.
- f. Print queue must be able to be defaulted to locked or held print mode.
- g. After logging in to a copier, the display must show all user's locked/held print jobs; the user must then be able to print or delete jobs as needed at the copier.
- h. Locked print jobs left in a queue for an amount of time yet to be specified, must be automatically removed from the queue.
- i. The global queue should be able to handle several print jobs from each staff member without performance issues.
- j. Documents stored on the MFP device must be encrypted to the extent that information cannot be compromised if the hard drive is stolen.
- k. Hard Disk Drive Data Overwrite Security must be enabled on all systems such that no trace of completed or removed print jobs will remain in memory or on the hard disk of the MFP.
- l. The agency requires a centralized management and reporting suite that will incorporate but not limited to the following needs:
 - i. Reporting of device stats including number of impressions, scans, faxes.
 - ii. Record of repair and maintenance history.

- iii. Reporting of per user interactions including impressions, scans, and faxes.
 - iv. Management of users, PINS, accounts, and credentials.
 - v. Accounts should integrate and update with Microsoft Active Directory.
 - vi. Web interface, preferred, to access the central management tool.
 - vii. Ability to change and set driver and machine default settings independently of each other.
 - viii. Should include a monitoring page where all agency devices with errors and issues can be viewed.
 - ix. Based on device location, send e-mail alerts to agency employees when an error or issue is reported.
- m. Each MFP must be able to access the Greater Opportunities address book in addition to having its own address book for emailing and faxing.
- n. Scan requirements:
- i. 100-300 dpi minimum 100-600+ preferred
 - ii. Scan to PDF, JPEG, TIFF, or PNG in color and/or monochrome
 - iii. Default must be set to PDF
 - iv. Must be able to scan to e-mail, scan to network location, and scan to connected USB drive
- o. Networking and Network Printing: Vendors will be responsible for working with the agency's IT coordinator technical staff to load network print drivers, configure network printing and user management to facilitate the optimum use of these copiers on the agency's computer network. In addition, the proposal shall include all network connectivity hardware and software. Greater Opportunities will NOT be responsible for the cost of any connectivity hardware or software that is inadvertently omitted from the proposal. It is assumed all copiers will be on the Agency's Local Area Network. The vendor will ultimately be responsible to ensure that all devices are installed and fully functioning to the agency's satisfaction.

11. COPY USE REPORTING / PAPER CONSUMPTION REPORTING

Greater Opportunities for Broome and Chenango, Inc. is interested in tracking the use of the copiers by staff and programs. We also understand that tracking copies by user depends on some of the capabilities that were outlined Condition 10 above. With that in mind, the vendor must provide copy accounting that would report, within selected time periods:

- a. Copies per user per machine and aggregated across the agency. Aggregate accounting should also provide some mechanism for limiting or blocking the use of the copiers when predefined limits have been reached as well as notifying responsible parties that the preset copy volume has been exceeded.
- b. Copies per machine, then aggregated across the agency or as selected

12. INDEPENDENT SPECIFICATION ANALYSES

To allow for proper evaluation of its proposed copiers, vendors must submit equipment specifications for each proposed equipment model as provided by manufacturer's brochures. Greater Opportunities will make the final decision as to whether or not a vendor's equipment meets specifications.

13. RELIABILITY/PERFORMANCE GUARANTEE

Vendor will be required to provide an "Accountability Guarantee" for replacement of unreliable equipment at no cost to Greater Opportunities . This written guarantee should be included with the RFP documents forms. **This specification should include the number of service calls in a given time that will qualify a machine for replacement consideration.**

14. EQUIPMENT CLASSIFICATION REQUIREMENTS

All equipment proposed on this contract must be new digital equipment. Greater Opportunities will not accept equipment that is analog or classified as "demonstrator," remanufactured, refurbished, newly manufactured, rejuvenated, restored, updated or like new.

15. ANNUAL VOLUME RECONCILIATION

Greater Opportunities does not want to pay quarterly overages. Rather, overages will be paid on an annual basis. In addition, there should be annual volume reconciliation on the anniversary date to adjust the volume lower or higher. This volume adjustment must be accomplished without extending the contract.

16. DELIVERY, INSTALLATION, AND TRAINING

All equipment shall be delivered, installed, and operational in the building locations within 15 days of award of contract. On-premises training for key users will be included in the proposal cost. Detailed end-user training should take place during the period shortly after installation. Vendors should train key users initially, e.g. building secretaries, building administrators, and IT staff. An example of an implementation and training schedule is required in each vendor's RFP response. Vendor must be able to provide on-site, hands on, and web based/hosted training.

17. EQUIPMENT PERFORMANCE REPORTS

Greater Opportunities requires a quarterly service report, every three (3) months, for each copier. They should be sent to the Greater Opportunities Fiscal Office electronically. For each unit, the report should minimally include the following information – monthly volume, average copies between service calls, number of service calls, response time, trend tracking and financial tracking, customizable reports with graphs, charts and any other information that will assist the agency in further

assessments of its MFPs / printers for TCO (Total Cost of Ownership) program effectiveness. A sample performance report is to be included in the vendor's RFP response.

18. REPAIR SERVICE REQUIREMENTS

Certified, factory-trained personnel must perform all maintenance. Average time between service call and service technician arrival must be no greater than six (6) hours. Equipment must be repaired within one (1) day. The vendor shall provide a toll-free contact number for users to place service calls. If equipment is non-operational for more than two business days, the vendor will supply a loaner at no cost to Greater Opportunities. Service and supply calls are to be made via phone, web or e-mail with an assigned confirmation number per call.

19. PICK UP OF COPY EQUIPMENT

Greater Opportunities will not pay for pickup and delivery charges at the end of the contract. Any costs are to be paid by the vendor. Greater Opportunities will not accept a renewal clause. Greater Opportunities will not need to give any notice of intention prior to termination of agreement. Greater Opportunities will have the option to have removed or keep any or all copiers at the end of the agreement once the lease end obligations have been met. In addition, Greater Opportunities may elect a month-to-month arrangement at the end of the 60-month contract, under the same terms and conditions of the original contract.

20. REFERENCES

The vendor shall provide at least five (5) professional references. Vendor will be required to include these with the RFP response. This information should include the name of the organization, length of relationship, contact name and telephone number. Greater Opportunities may require a site visit to one of these locations to confirm usage and effectiveness of document management systems and solutions.

21. PICK UP OF EXISTING EQUIPMENT

The vendor will be responsible for the removal of existing copiers from the agency and may recycle, refurbish, or reuse however they see fit. Existing copiers shall not be removed until new copiers have been installed, tested, and verified operational.

22. COPIER CAPABILITIES AND FEATURES

Unless otherwise agreed upon by Greater Opportunities, all copiers must match, at a minimum, the present feature set of the current machines, i.e. number of trays, finishers, amount of paper storage, etc. In addition, all proposed copiers must meet the estimated volume needs per unit.

23. PHYSICAL LOCATIONS

The vendor is responsible for determining whether recommended copier configuration is compatible with the environment space constraints. All bid equipment must fit in the space available.

Schedule A (Replacement of current equipment)- BRIAN

This Request for Proposal is for contract

80,000 Black and White

10,000 Color

Copies per quarter over 60 months

#	Location	Fax Needed	Minimum Pages Per Minute*	Current Model	Proposed Model / PPM
1	Broome Reception	Yes	55	Konica Min c458	
2	Broome Fiscal	Yes	55	Konica Min 4050	
3	Broome C.E.O.	Yes	55	Xerox c8035	
4	HS Reception Copier	Yes	55	Konica Min 4050	
5	Endicott Head Start Copier	Yes	55	Konica Min c308	
6	Whitney Point Head Start	Yes	55	Xerox Versa c405	
7	Harpurville Head Start	Yes	55	Xerox Versa c405	
8	86 Carrol Street	Yes	45	HP Color Jet m477fdn	
9	27 Pine Street	Yes	45	HP Color Jet m477fdn	
10	N. North Norwich Head Start	Yes	45	Xerox work center 6505DN	
11	Norwich Family Center	Yes	45	Xerox work center 6505DN	
12	Oxford Head Start	Yes	45	Xerox work center 6505DN	
13	New Berlin Head Start	Yes	45	Xerox work center 6505DN	
14	Norwich Head Start/ Norwich High School	Yes	45	Xerox work center 6505DN	
15	Bainbridge Head Start	Yes	45	Xerox work center 6505DN	
16	Greene Head Start	Yes	45	Xerox work center 6505DN	

- All small copiers should also include a cabinet stands, a stapler, and a 500-sheet paper tray.
- All large copiers should also include a stapler, a 3-hole punch, and an office finisher.
- All small copiers should also include a cabinet stands, a stapler, and a 500-sheet paper tray.

Proposal Checklist

	Y	N
1. Proposal covers 60 months	___	___
2. Proposal includes maintenance, toner, and staples	___	___
3. Proposal includes same day service requests	___	___
4. Proposal includes loaner copiers for extended repairs	___	___
5. Proposal includes removal of existing equipment	___	___
6. Equipment is new OEM equipment (not refurbished)	___	___
7. Per item 13, a replacement outline for defective machines	___	___

Name (Printed): _____

Date: _____

Signature: _____