



TRANSYLVANIA COUNTY

Finance Department & Information Technology

101 South Broad Street

Brevard, North Carolina 28712

Finance Telephone (828) 884-3100

IT Telephone (828) 884-3222

Fax (828) 884 -3119

Jonathan Griffin
Finance Officer

Dean Landreth
IT Director

REQUEST FOR PROPOSALS

Lease and Servicing Program for Multi-Functional Digital Copiers **and** **Maintenance Agreement for Existing Printers**

Introduction

Transylvania County (the County) requests interested firms/individuals to submit creative proposals for leasing and servicing of multi-functional digital copier machine systems in order to provide the County with efficient copying, printing, scanning and faxing methods while reducing current costs. Managing such systems requires a level of expertise that is unique with ever-changing technology. This requires the County to consider how we can continue to integrate current multifunctional technology in our copying, printing, scanning, and faxing equipment.

In addition, as part of this proposal the Proposer will submit pricing for Maintenance on existing printers. (See Exhibit B)

Proposals shall be submitted in a format conducive with the outline below based on equipment segments. The selected Proposer will work with Transylvania County staff to create a plan to transition from our current leased and owned equipment to the new leased equipment.

Transylvania County invites any qualified firm/individual to submit a proposal. Firms/individuals responding to this request must be responsible bidders, regularly and practically engaged in supplying and maintaining copy and printing equipment and providing the services required in this RFP, and possess ample resources to perform this work. The County encourages participation in this procurement process by minority-owned businesses, women-owned businesses and businesses owned by disabled persons.

The Proposer that is chosen shall provide Transylvania County with the highest quality and most flexible, most efficient and most up to date technology at the lowest possible cost. The award of contract will be based on the company making the proposal that best meets the needs of the County. The lowest aggregate cost will be a significant factor, but not necessarily the dominant factor, in determining which proposal to accept.

This solicitation is for the procurement of information technology goods and services pursuant to N.C.G.S. §143-129.8. The proposals received shall remain confidential until the contract is awarded; therefore, there will not be a public bid opening. The contract shall be awarded to the proposer that submits the best overall proposal as determined by the County in its sole discretion. The County reserves the right to negotiate a contract with any proposer, to reject any and all proposals and to waive any formalities as may be permitted by law.

A mandatory pre-proposal meeting will be held at 10:00 am., December 4, 2018, in the Administration Conference Room, 101 S Broad Street, Brevard, North Carolina, to review the Request for Proposals.

At that time, all interested proposers will have the opportunity to walk through the County buildings wherein the County expects to have the equipment installed. Proposals from any person or firm not attending the mandatory pre-proposal meeting will be rejected.

Proposals will be received until 4:00 p.m., December 18, 2018, and not later. One original and two (2) copies should be delivered or mailed. The outside envelope or other covering will state the following: “Response to RFP for Lease of Multi-Functional Copier Machines”. Proposals are to be mailed or delivered to:

Jonathan Griffin
Finance Officer
101 South Broad Street
Brevard, NC 28712

Any questions concerning this Request for Proposals are to be submitted, in writing, to Jonathan Griffin or Dean Landreth at the above address or via email to dean.landreth@transylvaniacounty.org. Any answers to said questions will be published on the County Webpage under, Request for Proposals and Bids: <https://www.transylvaniacounty.org/request-for-proposals-bids> with the corresponding questions within 24 hours. No one but Mr. Griffin or Mr. Landreth is authorized to respond to questions on behalf of Transylvania County. The receipt of information regarding the RFP from anyone other than Mr. Griffin or Mr. Landreth will automatically disqualify that party’s proposal.

General Information

Transylvania County is located in Western North Carolina along Highway 64 near the Blue Ridge Parkway. Work under this RFP will be conducted in multiple county buildings throughout Transylvania County. The Proposer will be required to conduct work under this RFP in coordination with the Management Information System’s (IT) Office. The County expects and requires that all work conducted under this RFP be in accordance with accepted industry standards for multi-function digital copier and fax machines and services, compliance with all local, state and federal laws, and the specifications outlined in this document.

General Requirements Copiers

Requirements of the RFP shall consist of the following:

The Proposer will be responsible for installation of all multi-functional digital copier machines in all locations, including plugging in to building power and data jacks, and testing. The Proposer will be responsible for training the “trainers” – the County staff that will in turn be responsible for training other County staff.

The Proposer will be responsible for all post-installation support and maintenance of all multi-functional digital copier machines. Support and maintenance includes provisions of all consumables required by the device (except paper and staples), phone support and troubleshooting, on-site support and troubleshooting, on-site mandatory maintenance and upgrades, and replacement of all irreparable components and/or devices.

There are currently 29 copiers under lease in Transylvania County. The existing lease expires January 26, 2019. The interested firms will be expected to submit proposals on 30 new copiers. Exhibit A, attached, shows a listing by location of the models currently used. The County is not wedded to a specific number of copiers.

Revisions or Amendments to this Request for Proposals

In the event it becomes necessary for the County to revise or amend any part of this RFP, the revision or amendment will be forwarded to all Proposers who requested a RFP via email and posted on the webpage. Revisions or amendments to this RFP shall become part of this RFP and shall be responded to in the same manner. After initial Proposer review of this RFP, Proposers are requested to immediately contact the County in the event any inconsistencies or ambiguities are found, clarification of specific sections are needed or if general questions arise. Significant questions and their answers, any inconsistencies found and/or clarifications to the RFP, will be shared with all Proposers by Mr. Griffin or Mr. Landreth as previously described.

Submissions or related documents received after the time and date specified, whether delivered in person or mailed, will not be considered and will be returned unopened.

Guidelines

The successful Proposer shall be required to provide adequate equipment, including equipment that is multifunctional, in each office as determined by the County, sufficient to produce the required copies, appropriate scanning and fax capabilities and to provide efficient access for all required users. The Proposer shall include all necessary accessories.

Term/Termination

The County anticipates the making of a five (5) year written contract, after which time the contract may be extended for one-year periods. Transylvania County reserves the right to cancel the contract at any time with ninety (90) days written notice. Upon such termination for convenience, the Proposer shall be paid only those lease payments, fees and expenses incurred between notification of termination and the effective date of termination. Termination will be without cause, but with an opportunity for the two parties to work out a solution prior to termination. The parties may mutually agree in writing to an earlier termination. **Note: any proposal that requires the County to bear the cost of returning leased equipment upon termination of the contract will be rejected.**

Equipment

Equipment provided shall be current digital technology. The County reserves the right to select equipment and accessories at each location from the Proposer's current total product offerings. Proposers shall submit with their proposal a complete listing of equipment including recommended copy volumes. All equipment must be capable of being key coded to track individual usage. Card Reader compatible with currently issued county employee badges is preferred. If equipment is removed or

replaced, it will fall under the same contract and the contract will be amended so that there are no lease period overlaps.

Assignment of Rights; Ownership

Proposer's rights and obligation under the anticipated Lease Agreement shall not be assigned without the written consent of the County, which shall not be unreasonably withheld. However, neither manufacturer programs nor third party leasing agreements will be acceptable. Proposer must hold and maintain title to all equipment installed in Transylvania County.

Removal and Replacement Option

The Proposer shall provide additional equipment as needed, and update, replace and/or remove equipment as requested during the term of the agreement. No shipping cost shall be borne by the County.

Quantity

No minimum or maximum number of units or copies is implied or guaranteed herein. The potential for growth in the number of units exists. All future add-ons will be co-terminus with the existing contract. The replacement of units will be determined by the County and the Proposer. Add-ons will result in an amendment using the same lease provisions. The price will be re-negotiated as appropriate.

Delivery/Installation

Delivery shall be inside to any location in Transylvania County, North Carolina. Deliveries, set ups, installations and user training are to be included in prices quoted herein. Any extraordinary or special wiring will be the responsibility of the County.

Supplies/Maintenance/Parts/Labor

All supplies including toner, developer, and ink (excluding paper, transparencies and staples) maintenance, parts and labor are to be supplied by the successful Proposer. An adequate inventory of parts and supplies must be available at all times by the Proposer for overnight delivery to Transylvania County locations. Supplies are to be shipped on a daily basis when immediate needs dictate.

Training Requirements

Training for key operators and other personnel will be provided within forty-eight (48) hours after each installation. On-going training will be provided on an as needed basis throughout the life of the contract. Key operators must be completely and thoroughly trained in their function.

Information that Must Be Included in Proposals

Service Requirements

1. Warranty – Warranties are to be detailed and run from the Proposer to the County
2. Response Time – Four to six business hours expected
3. Installations and Upgrades – Technician must be present during all installations and upgrades

4. Organizational Charts – Enclose an organizational chart for service personnel who will be assigned to Transylvania County, to include:
 - a. Name
 - b. Tenure
 - c. Criteria for each level of training
 - d. Certifications
5. Procedures for Identifying and Replacing Faulty Equipment
 - a. Number of times machine will be down and out of service before being replaced
 - b. Malfunctions that would require a machine to be replaced

Administrative Requirements

1. Account Manager – The Proposer must provide one designated account manager dedicated exclusively to Transylvania County as a point of contact that will have full authority regarding the contract, equipment placement, and personnel who will be assigned to Transylvania County. The Account Manager should have a minimum of three (3) years experience in the copier and fax business with a background in service, sales and management.
2. Billing – The Proposer shall provide centralized summary billing containing the following:
 - a. One (1) master invoice identifiable by one (1) invoice number for summary billing for machine population on a monthly basis.
 - b. Detailed, individual machine back up to master invoice to include:
 - i. Serial number and ID number
 - ii. Machine make/model
 - iii. Accessories
 - iv. Location
 - v. Beginning and ending meter readings
 - vi. Total copy volume
 - vii. Dollar amount
 - viii. Bill date
 - ix. Bill must be broken down by individual department and location
 - c. Sample monthly billing documents submitted with proposal.
3. Quarterly Reports – The Proposer shall provide a quarterly report consisting of the following:
 - a. Number of machines placed (by month and total to date) in equipment segment and volume level.
 - b. Average number of service calls for total population.
 - c. Number of calls for each machine.
 - d. Number of copies between calls for each machine.
 - e. Average number of copies between calls for entire population.
 - f. Average copy volume by equipment segment level.

Proposal Requirements

1. Complete descriptive literature for each unit and each option proposed with recommended copy volumes.
2. List of companies or organizations where similar programs are in place with the following information:
 - a. Customer name
 - b. Customer address
 - c. Customer contact person

- d. Customer phone number
3. Letters from Manufacturer(s) that include:
 - a. Paper stock recommendations
 - b. Availability of parts, service and supplies
 - c. Recommended Manufacturer(s) monthly volume range
4. A detailed description of any added values that clearly illustrate that proposal has significant “best value” components.
5. Detailed price proposal that clearly illustrates unit price as well as total cost for all equipment and service.
6. List of firms, colleges, cities, counties, or other end users where the Proposer has installed copiers and fax machines, including telephone number and installation date(s).
7. Any other information that may improve the evaluation of the proposed solution to the requirements stated herein.

Insurance

The successful Proposer shall purchase and maintain adequate insurance and include the types of coverage listed below. Failure to furnish and maintain such insurance shall constitute default and will be grounds for termination of the contract.

1. Workman’s Compensation Insurance
The successful Proposer shall maintain during the life of the contract all Workman’s Compensation insurance as is or may be required by the laws of the State of North Carolina.
2. Public Liability Insurance
The successful Proposer shall maintain during the life of the contract public liability insurance covering liability for bodily injury and property damage which may arise from operations, contractual obligations, products and completed operations, as well as operations performed by independent contractors.
3. Certificate of Insurance
The successful Proposer shall furnish Transylvania County a certificate of insurance showing the required Workman’s Compensation and Public Liability insurances are carried by the Proposer. The certificate of insurance must show that it is issued at the request of Transylvania County. The successful Proposer shall not change any required insurance during the life of the contract unless notice of any such change is given in writing to the County at least fifteen (15) days prior to any such change.

Evaluation of Proposals

There will be no public “bid opening”. Proposals will be opened, reviewed and evaluated by a team of county staff, to include Mr. Griffin, other county management and the County Attorney. Pursuant to N.C.G.S. §143-129.8(d), proposals opened, reviewed and evaluated shall not be subject to public inspection until a contract is awarded.

Factors (not in order of importance) to be considered in the award of a contract under this RFP are:

1. Ability of proposed equipment and services to meet the needs of the County
2. Availability of service and supplies
3. General reputation of Proposer
4. Proposer’s ability to provide the required equipment and services
5. Quality, value and completeness of the proposal
6. Total cost to the County over the term of the contract

7. Other factors demonstrating that the proposal is the “best value” for the County

Transylvania County does not intend to purchase any leased equipment. The Proposer should specify the method or methods of contracting with the Proposer such as lease, cost per copy, or other all-inclusive pricing which can be easily budgeted and controlled by Transylvania County, or any combination of available methods.

General Requirements Printers

Products eligible:

This agreement applies to the printers listed on the attached Exhibit B. All printers are in normal working condition.

Items warranted:

The entire printer (excluding toner/ink cartridges, printheads, color transfer assemblies, media, and other consumables) shall be fully warranted against failure for the term of this agreement. Proposer will supply the parts and labor necessary to perform maintenance and repairs to the printer at no additional cost. Routine fuser maintenance kits plus automatic document feeder maintenance kits will be included. Proposer should only use OEM parts unless they are not available.

Service level:

4-6 Business Hour Response time is expected. (Monday through Friday, from 8 a.m. to 5 p.m., excluding observed holidays). The service required by this agreement would be performed within 24 hours of commencement unless, due to the necessity of obtaining a part (s). In this event a unit deemed suitable by Proposer will be loaned until the unit can be repaired.

Exclusions:

Failures caused by the non-conformance to Manufacture’s site specifications, unusual electrical conditions or current fluctuations, non-proper compliance to Manufacturer’s operating instruction, use of parts or supplies which do not meet Manufacture’s specifications, natural disaster, fire or water damage, damage while in transportation, operator abuse (or abuse of any nature), accidents, or acts of God will be specifically excluded.

Terms:

Service required by this agreement will commence immediately upon termination of existing printer contract (June 30, 2018). The printer maintenance agreement will run concurrently with the copier agreement. All billings will be quarterly. This agreement is non-transferable.

Exhibit A (Copiers)

Location	Model
Library	Savin 8025e w/ Book Edge
Library	Savin C9025 w/Coin Attachment
Library	Savin MPC 3003
Register of Deeds	Savin 9025SPF
Register of Deeds	Fujitsu F16130
Register of Deeds	Savin MPC 3003
Building and Permitting	Savin MPC 3003
Environmental Health	Savin MPC 3003
Cooperative Extension	Savin MPC 3003
Child Development	Savin MPC 3003
Social Services	Savin MP 3353
Social Services	Savin MP 3353
Social Services	Savin MP 301
Social Services	Savin MP 301
Social Services	Savin MP C4502
Solid Waste	Savin MPC 3003
EMS	Savin MPC 3003
Sheriff Office	Savin MP 301
Sheriff Office	Savin MPC 3003
Sheriff Office	Savin MPC 3003
Sheriff Office	Savin MPC 3003
Sheriff Office	Savin MPC 3003
Parks and Rec	Savin MPC 3003
Soil and Water	Savin MPC 3003
Animal Shelter	Savin MPC 3003
Administration	Savin MP C5503
Planning	Savin MPC 3003
Communications	Savin MPC 3003
Health	Savin MPC 3003
Legal (Attorney Office)	TBD

Exhibit B (Printers)

Location	Model
Library	HP LaserJet 1320n
Library	HP LaserJet 1320n
Library	HP LaserJet 2430n
Library	HP LaserJet P3005
Library	HP Color LaserJet CP4525
Library	HP Color LaserJet M712n
Library	HP Color LaserJet M750
Library	Epson TM-T88V
Library	Epson TM-T88V
Library	Epson TM-T88V
Library	Epson TM-T88V
Library	Epson TM-T88V
Administration	HP LaserJet 2200D - Finance
Administration	HP LaserJet 4250n - Payroll
Administration	HP LaserJet 4250n - Finance
Administration	HP LaserJet 4050 - Admin Asst
Administration	HP LaserJet 1200 - County Manger
Administration	HP LaserJet M601n - Clerk to the Board
Administration	HP LaserJet M401dne - Purchasing
Administration	HP LaserJet M401dne - Finance
Administration	HP LaserJet M401dne - Finance Director

Administration	HP Color LaserJet M551dn - Commissioners
Board of Elections	HP LaserJet 5200dtn
Board of Elections	Oki C9650DN
Board of Elections	Lexmark X652de
NC Co-Op	HP LaserJet 1320n
Health Department	HP LaserJet 4350dtnsl
Social Services	HP LaserJet 4350dtnsl
Social Services	HP LaserJet 4350dtnsl
IT	Kyocera CS356ci
Register of Deeds	HP LaserJet 4300dtnsl printer
Register of Deeds	HP LaserJet 4350dtn printer
Register of Deeds	HP LaserJet M605
Register of Deeds	HP LaserJet M3015
Register of Deeds	HP DesignJet T2500mfp
Tax Department	Kyocera CS356ci
Tax Department	Kyocera CS356ci