



**REQUEST FOR PROPOSAL
for
Multifunction Devices Purchase and
Service Maintenance
for
PIKES PEAK LIBRARY DISTRICT
Colorado Springs, CO
PPLD RFP # 520-20-07**

The Pikes Peak Library District invites qualified companies to submit a response to a Request for Proposal for the acquisition of Multifunction Devices and service maintenance.

Proposal deadline is **2:00 p.m. MST on June 26, 2020.**

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I. Terms & Conditions

A. General Terms and Conditions

1. Purpose: Pikes Peak Library District (PPLD) operates sixteen (16) Libraries in El Paso County, Colorado. PPLD provides a wide variety of essential services and resources to the community. The services go beyond traditional literature resources to computing, internet, audiovisual and community programs. In this online world, efficient, effective and fast resources are essential to providing the level of service expected by the community.

PPLD is seeking proposals from qualified vendors to replace its current multifunction print, fax, scan, and copy devices. The proposal must include the appropriate service maintenance agreement.

The objective of this RFP is to create a strategic partnership with one vendor/service provider for a desired base term of five (5) years.

2. Interested Parties: All interested firms that have the qualifications as stated herein, and are licensed in the State of Colorado, are invited to submit a proposal in accordance with the terms, conditions, and specifications contained herein. An electronic version of this document can be accessed at:

<http://ppld.org/request-for-proposals>

3. Sole Point of Contact: Annelise Parker, Information Technology Infrastructure Manager, is considered the sole point of contact with regard to this RFP. **Questions and requests for clarification regarding this RFP must be addressed to Ms. Parker, via email at bids@ppld.org, no later than June 12th, 2020. The RFP number, title, and the word "question" and/or "clarification" must be included in the subject area of the email.** Questions and requests without this subject identification may be considered routine emails and may not be properly addressed.

All answers to questions and requests for clarification will be posted on the PPLD website above.

Any PPLD response that is considered to be a change in the terms, conditions, and specifications of this RFP will be published as an addendum. No communications of any kind may be considered as a change to the terms, conditions, and specifications in this RFP unless posted as a formal addendum on the link above.

4. Tax Exemption: PPLD, as a local government entity, is exempt from sales and use taxes. Proposers shall inform suppliers from whom they expect to obtain services or supplies of the tax-exempt status of PPLD. Following the contract award, an exemption certificate will be furnished by PPLD if requested by the winning Proposer.
5. Expenses: PPLD assumes no liability for payment of expenses incurred by Proposers in the preparation and submission of proposals in response to this invitation.

- 6. Conflict of Interest: Any contractual relationship with any PPLD personnel in the twelve (12) months preceding the distribution of this RFP, or any similar or potential conflicts of interest, may, at the sole discretion of PPLD, be grounds for rejection of the proposal and/or termination of any contract awarded.
- 7. Equal Opportunity: The Proposer agrees not to refuse to hire, discharge, promote, or demote, nor to discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, gender, age, military status, sexual orientation, marital status, or physical or mental disability.
- 8. Immigration Clause: The Proposer is aware of Colorado’s Immigration /Illegal alien laws pertaining to public contracts. Addendum B: Immigration Clause for Contracts (Colorado Statute 8-17.5-102) must be signed and attached.
- 9. Governing Law: The laws of the State of Colorado shall govern any contract executed between the winning Proposer and PPLD. Further, the place of performance and transaction of business shall be deemed to be in the County of El Paso, State of Colorado. In the event of litigation, the exclusive venue and place of jurisdiction shall be the State of Colorado, and more specifically, El Paso County, Colorado.

10. RFP Schedule:

RFP released	June 3, 2020
Deadline for final questions.....	June 12, 2020
Response to questions	June 19, 2020
Proposals due	2:00 p.m., June 26, 2020
Board Review and Decision.....	July 22, 2020
Award Notification	on or about July 23, 2020

11. Tentative Project Schedule:

Anticipated project start is August 2020.

II. Background, Print Strategy for the Future, Definitions

A. Background

PPLD currently offers printing services as a convenience to our patrons and does not support patron high volume printing. PPLD provides the following print services:

- Direct Printing from public library computers:
 - Use of public library computers requires a library card or a guest pass.
 - Print jobs will remain in the print queue for up to 24 hours. After 24 hours, the system purges or removes the print job and the patron cannot recover the print job.
 - Patrons must use a Today's Business Solutions (TBS) kiosk to release their print job.
 - TBS kiosks use Papercut Print Management Software and take currency (coins and bills) and credit card.
 - PPLD owns all of the TBS kiosks.
- PPLD provides wireless printing at 13 of 16 library locations (exceptions Palmer Lake and Ute Pass Libraries), enabling patrons to print from home as well as within the library using their own internet capable personal device:
 - Print jobs may be identified via a library card or guest name. A library card is not required to send or collect wireless print jobs.
 - Wireless print jobs must also be released from a TBS kiosk and are also retained for 24 hours only.
 - Print jobs sent through an online portal accessible via the PPLD website.
- Printing costs \$0.10 for black and white and \$0.25 for color.
 - PPLD provides patrons using their library cards with \$1.00 in print credits daily.

PPLD currently offers two types of copying services:

- Type 1 copiers are **not** connected to the print network. These copiers charge \$0.10 for black and white copies and \$0.50 for color copies.
- Type 2 copiers **are** connected to the print network. These copiers charge \$0.10 for black and white copies/print jobs and \$0.25 for color copies/print jobs.
- PPLD currently uses Jamex stations to collect funds associated with using PPLD copy services.

PPLD currently offers the following Scanning and Faxing services:

- Scanning is available at all library locations and there is no charge for this service. Patrons may scan to email, universal serial bus (USB), smartphones, or their personal Google Drive account.
- Faxing is available at the following libraries: East, Library 21c, Manitou Springs, Penrose, and Sand Creek.
- Fax Cost: Outgoing faxes cost \$0.25 per page. Only Manitou Springs Library accepts incoming faxes, charging \$0.10 per page for that service.

- PPLD is using Library Document Station (LDS) appliances to provide faxing and scanning services.
- PPLD currently uses Jamex stations to collect funds associated with using PPLD faxing and scanning services.

B. Print Strategy for the Future

PPLD in the future wants to continue with the current printing, copying and faxing services with the following changes. Your proposal should address the following items as appropriate:

- Removal of all Jamex devices for collecting funds for any service.
- Wireless printing at all locations.
- Flexible capability to adjust pricing for any service.
- Outgoing faxing will be available at the following libraries: East, Library 21c, Manitou Springs, Penrose, and Sand Creek. Additional locations may be added over time.
- There will be no charge for faxing. This will be evaluated on an ongoing basis.
- Incoming fax no longer offered at any location.
- International fax not offered
- No MFD saves images or job information to a hard drive.
- Fax confirmation pages do not carry an image of the fax job.
- Associated kiosks accept coin, cash, and credit card payments.
- PPLD will continue using TBS kiosks.
- All MFDs will be networked.
- MFDs replace patron printers.
- For staff only MFDs, the default print setting is double sided.
- For staff only MFDs, the default print setting is black and white with the option for staff to change at their computer.
- Support environmental “Green” initiative to save paper, copy cost and print cost through consideration of less wasteful printing and copying using staff default settings.
- On staff only MFDs, auto-color will be used for copying only.
- Staff will not use MFDs for large volumes of printing or copying. Staff will adhere to PPLD’s Communications Department policy for printing or copying large volumes.

C. Definitions

Equipment Downtime – The time a piece of equipment is waiting for service vendor to complete repairs and restore equipment to service. This time starts from the time of the original service call into the service provider and ends once the service provider completes all repairs, parts installation, equipment modifications and equipment configuration changes as related to the original service call.

First Time Fix – The measurement of successful service and technical support calls

is remedying the underlying issue on the first service call. This measurement shall be that PPLD places no other service calls for the same issue within 90 days.

Manufacturer – Defined as a company that, as its primary business function, designs, assembles, owns the trademark/patent and markets multifunction device equipment. The Original Equipment Manufacturer (OEM) shall appear on the equipment from the original point of manufacture, even if private labeled for a third party.

Newly Manufactured – “Units that have not been previously used and are currently being marketed by the manufacturer.” – Buyers Laboratory Inc. (BLI) Multifunction Specification Guide. New machines consist of all new or remanufactured parts with no used parts or components. The marking engine is new and not used or remanufactured. Equipment that has been leased at any time will not be considered “new.”

Preventative Maintenance Schedule – “The intervals set by the manufacturer at which maintenance procedures should be performed. Components such as developer, cleaning blades, fuser rollers, pads, etc., are changed at these intervals” – BLI Multifunction Specification Guide.

Service Call – A service call is a technician on-site visit due to a machine error requiring the on-site services of a technician in order to remedy the error.

Service Response Time – The time required to solve an issue beginning from the moment the call is logged with the vendor and ending when either a copier technician arrives on site or the issue is solved through the vendor’s phone support.

III. Proposal Submission, Selection, and Contract Formation

A. Proposal Submission

1. Substantive proposals: By submitting a proposal, the proposer guarantees that:
 - its proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation;
 - it has not directly or indirectly induced or solicited any other respondent to put in a false or sham bid;
 - it has not solicited or induced any other person, firm, or corporation to withhold a proposal from submission;
 - it has not sought by collusion to obtain for itself any advantage over any other proposer or over PPLD.
2. Submission Information and Documents: The proposal must be comprehensive and address all RFP requirements. To assure that the information provided can be readily identified, the proposal must include, but not limited, to the submission of the following signed documents:
 - Addendum A- PROPOSAL COVER SHEET
 - Addendum B- IMMIGRATION CLAUSE FOR CONTRACTS
 - Response to all elements requested in:
 - Section II. Background, Print Strategy for the Future, Definitions
 - Section IV. Project Requirements
 - Section V. Vendor Qualifications and Information
 - Section VI. Pricing
 - Section VII. Mandatory Questions

Proposer will provide a response following each line, numbered or lettered item of Sections II, IV, V, VI, and VII. The response must be in the same format and sequence as in the RFP. Every item requires either a complete response, or one of the phrases "Comply", "Not comply", "Not applicable" followed by explanation.

Proposer will include description, tables when required, and any additional clarifying information regarding the project, such as appendices, charts, diagrams, etc..

3. Signatures: The proposal must be signed by an officer of the proposing company.
4. Exceptions and Deviations: Any exception to or deviations from the stated Terms & Conditions must be identified, in writing, on an attachment to the proposal submission. PPLD reserves the right to accept or reject, at its sole discretion, any exceptions or deviations by the proposer.
5. Integration with Contract: This RFP and the winning proposal will be included and integrated into the final contract documents.

6. Proposal Submission: Proposals are to be submitted in sealed envelopes, identified with the proposal number and title with all attachments. Vendors must submit two (2) hard copies and soft copy (i.e., flash drive, magnetic media, etc.) of the Proposal to:

Mr. Randy Green
Controller
Pikes Peak Library District
1175 Chapel Hills Drive
Colorado Springs, CO 80920

The deadline (firm) is June 26, 2020, no later than 2 p.m. Mountain Standard time. Proposals delivered after that time will be received, but will be rejected for being late. Email copies of the proposal will not be accepted.

A complete submission includes all required components, as stated in this document.

7. Withdrawal of Proposal: A Proposer may withdraw its own proposal at any time prior to the proposal due date and time as identified herein. After that date and time, no Proposer may withdraw its proposal for any reason. All proposals shall be valid for a period not less than 90 calendar days after the proposal due date.
8. Subcontracting: The Proposer shall be responsible for the performance of all of its sub-contractors, sub-sub-contractors, and consultants. The use of specific sub- contractors and consultants is subject to the approval of PPLD. The Proposer is responsible for ensuring that all sub-contractors and consultants comply with all the terms of the Proposer's contract with PPLD.
9. Insurance Requirements: The successful proposer shall have the following insurance coverage. Proposers shall submit in their proposals, ACORD certificates and/or other proof of the insurances:
- Worker's Compensation in compliance with the requirement of the State of Colorado,
 - Liability Insurance in the amount of no less than \$1,000,000 per occurrence.
10. Indemnification: The Proposer agrees to, and shall, defend, release, and indemnify, and save and hold harmless PPLD, its officer, agents, and employees from and against any and all damages to property or injuries to or death of any person or persons, including property and officers, employees, and agents of PPLD, and further agrees to, and shall, defend, indemnify, and save and hold harmless PPLD, its officers, agents, and employees, from and against any and all claims, costs, demands, liabilities, suits, actions, causes of action, and other legal or equitable proceedings of any kind or nature whatsoever, of or by anyone whomsoever, including, but not limited to claims arising out of and/or predicated upon negligence, breach of contract, tort, or strict liability, in any way resulting from, connected with, or arising out of the Proposer's operations or performance in connection herewith, including operations or performance of subcontractors and suppliers and acts or

omissions of officers, employees, or agents of the Proposer or its subcontractors or suppliers.

11. Schedule: By submitting a proposal, the Proposer guarantees that it will be able to comply with the overall elements of the project calendar, or must indicate an alternative timeline in the proposal (the feasibility and acceptability of which will be vetted by PPLD). The Proposer and PPLD will work together to create a project calendar upon award. The project calendar must include kick off, negotiation, ordering, installation, check points, training, and closure,
12. Continuity: By submitting a proposal, the proposer will make its best efforts to ensure that the key team member(s) remain assigned to the PPLD's project for the duration of contract. Any changes to the staffing of this engagement must be discussed up front with PPLD personnel.
13. Confidentiality: All materials submitted in response to this RFP become the property of PPLD, upon delivery, and PPLD will append to any formal documentation that would further define or expand any resulting contract from a successful bid.

Proposals are public information. If a vendor needs to submit proprietary information to support their proposal, the vendor will label as "CONFIDENTIAL" and package separately any proprietary information.

B. Selection

1. Right of Acceptance and Rejection: PPLD reserves the right to accept or reject any or all proposals and to waive any formalities, informalities, and deviations, which, in its opinion, best serve the interests of PPLD. PPLD is not bound to accept the lowest priced proposal.
2. Selection: It is the intent of PPLD to select only responsible and responsive firms. Proposer's proposal should include the most favorable terms and conditions.
3. Negotiation: PPLD reserves the right to negotiate terms and conditions of the contract with the winning Proposer.
4. Basis of Award: An evaluation team will judge the merit of proposals received in accordance with the general criteria defined within this RFP. The recommendations of this team will be forwarded to the Board of Trustees for approval and execution. The following criteria will be taken into consideration when making evaluations of proposals, weighted to the percentage shown. This list is not intended to be exhaustive:
 - Completeness of Proposal – 20%
 - References – 5%
 - Company Qualifications and History – 10%
 - Cost/Fees – 50%
 - Any other items deemed in the best interests of PPLD – 15%

C. Contract Formation

1. **Agreement in Writing:** The winning Proposer will be required to enter into a written contract with PPLD.

The winning Proposer's RFP proposal will be included and integrated into the final contract documents. It is in the Proposer's best interest to ensure the proposal is accurate to allow for the integration with minimal changes.

The Proposer must include a proposed Service Level Agreement (SLA) or Contract typically used to deliver similar services specified in this RFP.

If, in PPLD's sole discretion, the selected Proposer has not executed the contract documents within a reasonable time after selection, PPLD reserves the right to rescind the award and select another vendor.

2. **Term of agreement:** The term will be five (5) years with an option for up to two (2) additional one (1) year renewals or successive monthly extensions. Such extensions shall be automatic unless a notice of termination is given at least thirty (30) days prior by either party or unless a renewal is signed by PPLD.
3. **Amendments to Contract:** Parties hereto reserve the right to make amendments or modifications to the contract by written amendment signed by both parties.
4. **Termination of Contract for Cause:** If, through any cause, the successful Proposer shall fail to fulfill in a timely and proper manner its obligations or if the successful Proposer shall violate any of the covenants, agreements or stipulations of the contract, PPLD shall thereupon have the right to terminate the contract by giving written notice to the successful Proposer of such termination and specifying the effective date of termination. In that event, all finished or unfinished services, reports or other materials prepared by the successful Proposer shall, at the option of PPLD, become its property, and the successful Proposer shall be entitled to receive just, equitable compensation for any satisfactory work completed, prepared documents, or materials as furnished. Notwithstanding the above, the successful Proposer shall not be relieved of liability to PPLD for damage sustained by PPLD by virtue of breach of the contract by the successful Proposer and PPLD may withhold any payments to the successful vendor for the purpose of set off until such time as the exact amount of damages due PPLD from the successful Proposer is determined.
5. **Termination of Contract for Convenience:** PPLD may terminate the contract at any time by giving written notice to the successful vendor of such termination and specifying the effective date thereof, at least thirty (30) days before the effective date of such termination. In that event, all finished or unfinished services, reports, material(s) prepared or furnished by the successful Proposer under the contract shall, at the option of PPLD, become its property.
6. **Cancellation:** Either party may cancel the contract in the event that a petition, either voluntary or involuntary, is filed to declare the other party bankrupt or insolvent or in the event that such party makes an assignment for the benefit of creditors.

IV. Project Requirements

A. Minimum Service Requirements

All services quoted within a Proposer's RFP response must meet the following minimum requirements. The proposal must include statements assuring compliance with these requirements:

- Proposer must perform full service support for all copiers listed during PPLD business hours within the pricing proposed.
- Proposer must acknowledge service requests within one hour and perform service within four hours.
- Proposer must maintain First Time Fix calls of 80% of all service calls or better.
- Proposer or any subcontractors may not set a supply budget for field service technicians or require them to purchase parts for any equipment placed under this agreement to the extent that it prohibits or penalizes any field technicians for appropriate replacement of parts. The use of specific subcontractors is subject to the approval of PPLD. The vendor is responsible for ensuring that all sub-contractors comply with all the terms of the contract with PPLD.
- Proposer must provide full time ongoing telephone support for those questions that require immediate response. This phone access must be available to the customer at no additional charge for as long as the vendor is maintaining the equipment.
- Proposer must perform all preventative maintenance services at the manufacturer's suggested intervals.
- Proposer must use all Original Equipment Manufacturer (OEM) parts, OEM equivalent parts or better within the performance of the services listed within this RFP. PPLD will not accept used parts within this RFP except as an emergency repair to maintain uptime.
- All service technicians must have OEM certifications to service the equipment proposed (with a preference for factory training by the OEM) and be permanently on staff with successful proposer (no brokers or sub-contractors).
- Proposer must maintain an average uptime of 98%, per copier, per quarter.
- Should any unit fail to maintain the average uptime of 98% per quarter, excluding service calls caused by operator error that system will be subject to replacement at the PPLD's discretion on a like-for-like basis with then current technology. Prior to installing a substitute product, PPLD will allow the supplier 90 days to remedy any quality or reliability issues. A designated factory authorized technician must certify each unit's ability to produce acceptable impressions with acceptable copies between calls. The guarantee will remain in effect for the term of the contract or up to five (5) years from the date of purchase/lease, provided the equipment has not been subjected to abuse or neglect and has been continuously covered by a Maintenance Contract. This

replacement policy will remain in effect for the term of the contract and is subject to PPLD remaining current with supplier's payment requirements.

Proposer must provide quarterly electronic service reports to PPLD to include at a minimum:

- Equipment ID#, Serial Number, Make, Model and meter reading
- Regular Preventative Maintenance services performed
- Recommended relocation or replacement
- Average Service Response time
- Uptime by fleet and unit
- Service call report by machine and aggregate numbers for the fleet
- Training report by location and department
- Equipment usage including impressions, paper sizes, prints, copies and finishing by machine and fleet

Initial training will be provided to staff prior to installment at libraries. On-going training as requested by PPLD to be performed within two weeks of requested date for on-site training and two hours for phone/technical support.

Invoices must be issued against open purchase orders. Invoices should be sent to PPLD promptly via email at invoices@ppld.org. Semi-annual or annual payment is preferred, but the vendor may suggest other options. PPLD's standard payment term for goods and services is "Net 30 days."

Proposer must include an online opportunity for supply ordering as well as any new equipment ordering. This requirement may exclude small quantities of staples and ink or toner cartridges that may be stored in or around the devices.

Proposer must provide a set of spare toner cartridges and waste container for every device. As these are used, the proposer must replace them so that spares are continually available.

B. Minimum Equipment Requirements

The following paragraphs specify the minimum equipment requirements. The service provider must address any exceptions to these minimum equipment requirements.

All equipment quoted must be newly manufactured equipment.

The equipment offered must carry a warranty that it is free from defects in material and workmanship. If defects are identified, the supplier agrees to repair or replace promptly on a one-for-one basis without additional cost. During the warranty period of at least 90 (ninety) days, any and all items failing will be replaced promptly free of charge. Upon significant failure, the warranty period will commence again for at least 90 (ninety) additional days. PPLD defines significant failure.

Keeping in mind the nature of public library business, the proposed solutions must be durable to withstand frequent use. Additionally, the solutions must be capable of reliably operating in varying settings without frequent breakdown or malfunction.

The proposal specifications must be verified by supporting documentation.

Equipment may use only one network connection to accomplish network printing and scanning.

In house delivery and complete setup of equipment ordered. Removal of all waste packaging materials.

If any unit is inoperable for a period in excess of 72 hours, vendor shall provide PPLD with a loaner unit of similar speed and capabilities until such time as the unit(s) covered by this agreement are operable.

Proposer must agree to remove and dispose of existing equipment as requested. The vendor agrees to wipe the hard drives in each device using software-based overwriting techniques according to government or industry standards that prevents any data from being recovered OR to physically destroy each hard drive in a manner that prevents any data from being recovered.

Vendor will identify any opportunities for recouping costs from existing fleet either for trade-in or credit.

Proposer shall agree to relocate the device anywhere within PPLD. The vendor will submit a price quotation not to exceed the bidder's direct cost for the move. For relocations that require special rigging, the vendor will submit a price quotation for approval prior to the work being done, not to exceed direct cost. If the device is moved within the same campus, the proposer will not charge PPLD.

Staff users should have the ability to securely print to a device where the material is held in a queue until the user is identified at the device and initiates the release in a secure manner such as entry of a code or use of a card. User input at time of printing is preferred. A method of maintenance for codes is required and should be outlined.

All devices shall be capable of 120VAC, 60Hz without requiring dedicated outlets or circuits. In addition, devices shall be capable of operating with current demands of 15 amps or less.

In the event of network disruption (wired or wireless), each device must be able to restore itself to full functionality without manual intervention or reconfiguration. (A power reset is an acceptable manual intervention.)

Proposer shall be responsible for providing the most recent versions of all operating firmware, software, print drivers, spoolers, print languages, etc.

Devices must be capable of being remotely managed and interacting with a Microsoft Active Directory environment.

Each device will be accessible using a web interface with, but not limited to, the following minimal features:

- Remove “stuck” print jobs.
- Query device meter to report the number of copies (B&W and color), prints (B&W and color) and scans that have been delivered by the device.
- Query the device for serial number, MAC address and model.
- Deliver the status of the device along with any error conditions.
- Restart the device (password-protected function).
- Configure network settings such as IP address, wired versus wireless, gateway, wireless security key, etc. (password-protected function).
- Configure software that may be value-added to the device.

Devices must be capable of interfacing with the coin and bill acceptor currently used with our print management system, Papercut. The devices must be capable of recognizing different capabilities and charging accordingly (i.e., scan, print, copy).

Devices must be able to do the following:

- Copy/Print. Simplex and duplex without operator intervention on varying sizes of papers in color or black and white.
- Scan. The ability to scan a document to a PDF or JPG file. The scanned document can be emailed or stored on a flash drive. The ability to perform Optical Character Recognition (OCR) on the document is a plus.
- Fax. Fax services must be offered on all devices using network connectivity.
- PrinterOn Compatibility. Must be compatible with the wireless printing service, PrinterOn, for both black & white and color printing.

Additional stapling and hole punch capability will be requested on certain staff use devices.

Additional drawer capacity will be requested on certain devices.

Devices must use black toner when printing black images and not mix colors to get black.

Blank pages must not be counted in the impression rate.

PPLD may require a full demonstration of ability for any item proposed to work with TBS kiosk at vendor's expense.

An efax solution using the network must be proposed. Any additional software or hardware that is required must be outlined.

C. Configurations:

PPLD would like to use standard configurations. For ease of communication, we will use a sizing model.

An **extra small** size copier must be able to print less than 30 ppm and handle an average monthly volume of less than 10K pages.

A **small** size copier must be able to print a minimum of 30 ppm and handle an average monthly volume of 10K pages.

A **medium** copier must be able to print between 40 ppm and 50 ppm and handle an average monthly volume of 20K pages.

- **Standard Additions:**

Two standard (500-sheet capacity) drawers

- **Optional Additions:**

Finisher w/stapler

Hole-punch

High-capacity (over 500 sheets capacity) drawers

Sizes to be quoted:

Extra Small Minus (XS-) Library Model:

Extra Small MFD without document feeder

Extra Small (XS) Library Model:

Extra Small MFD

Small (S) Library Model:

Small MFD with two added 500-sheet drawers

Small Minus (S-) Library Model:

Small MFD with two added 500-sheet drawers without document feeder

Medium (M) Library Model:

Medium MFD with two added 500-sheet drawers

Medium Plus (M+) Library Model:

Medium MFD with high-capacity drawer

Medium Plus Plus (M++) Library Model:

Medium MFD with high capacity drawer, finisher w/stapler, hole-punch.

V. Vendor Qualifications and Information

A. General Information:

The following information and documents must be included in submitted proposal:

1. Provide the name of the proposing company and its address.
2. Include an affirmative statement that the company is licensed in the State of Colorado.
3. State the size of the company and provide a company history summary.
4. Describe your organization's qualifications and experience. If you have experience with PPLD Libraries, describe your current or past relationship. Describe any similar projects performed by your organization.
5. List of current and recent client projects during the past five years. This should include the company name, type of equipment and services provided, and contact information. Include any other information you consider appropriate for purposes of this RFP.
6. Provide a list of three (3) companies for whom the firm has recently provided similar services. Please include company's size, type of services/project scope, and name and telephone number of contact person.
7. Provide references from minimum three (3) recent similar projects including name, telephone number and a brief statement describing their association with your company. References from clients of a similar type and scope to the PPLD are preferred, (e.g., other library, educational or public sector clients). References from the Colorado front range are also preferred.
8. Provide a list of individuals to be assigned to this project and a brief qualification statement.
9. Provide the resume of the Project Manager that will be assigned to overall contract and project responsibility for the PPLD project.
10. Describe your organization's philosophy for servicing a client and commitment to customer service and quality assurance. Describe the quality control procedures you have in place.
11. Provide any other information that you feel should be considered in the selection process.

B. Minimum Qualifications

The following are the minimum requirements; the service provider must address any exceptions to these minimums:

- Must be an authorized dealer of equipment proposed
- Must be a manufacturer or a designated/certified manufacturer's representative capable of providing sales and service through dealer and/or manufacturer representation.
- Machines offered must be in production and available for sale
- All equipment offered must have published capabilities.

VI. Pricing

A. General Information:

1. Please provide a detailed price separating equipment removal and disposal, installation, setup, upgrade, hardware cost and maintenance (i.e., annual licensing cost, service cost, support cost, etc.). A pricing table is preferred.
2. Price must include all elements listed in this RFP. If there is not cost for an item, please indicate accordingly.

B. Minimum Pricing Requirements

The following paragraphs specify the minimum pricing requirements; the service provider must address any exceptions to these minimums.

All pricing for services, toner and parts quoted must meet the following requirements:

- Pricing must include all delivery, installation, network installation, training costs and removal cost (of the equipment placed under any subsequent agreement).
- Service provider must quote pricing for all equipment and software as PPLD requests (or specifies).
- Service provider must state pricing in a “Price per Unit” manner. The service provider must provide pricing for the individual components of a unit as well as a total by unit, breaking out any additions to the base model.
- Service provider must propose a credit for the inventory to be disposed.

Current Inventory for replacement/disposal

	Manufacturer	Model	Number of Units
MFD			
	Sharp	MX3100N	16
	Sharp	MX2600N	9
	Sharp	MX6201N	1
	Lexmark	E340	1
	Konica Minolta	C454e	2
	Jamex		29

- PPLD desires scanning service be at no cost.
- PPLD will review pricing on an annual basis for Services and Supplies and retains the right to renegotiate these costs based on annual usage.

Overview Pricing for Offered Equipment/Services

Estimated Equipment Pricing

Size	Unit Cost	Qty	Total Cost
Extra Small Minus (XS-)		1	
Extra Small (XS)		15	
Small (S)		17	
Small Minus (S-)		2	
Medium (M)		6	
Medium Plus (M+)		14	
Medium Plus Plus (M ++)		3	
Total		58	

Please attach a breakdown of the individual components which make up the pricing for each unit, including the base model cost for each.

Click charges

Type	Price Per Impression
Black and White impressions from print/copy	
Color impressions from print/copy	
Fax – if applicable	

Additional charges

Estimated yearly cost of Efax Solution (if offered)	
Maintenance costs not included in price per impression:	
Additional mandatory costs for equipment/service (name & price)	
Additional offers (name & price)	
Credit	

VII. Mandatory Questions

All proposers must fully answer all questions within this section. Failure to do so may result in rejection of the response at the sole discretion of PPLD.

1. Equipment Questions

- 1.1. From contract signing to installation of the equipment, what would be the maximum and minimum time frame?
- 1.2. Would it be possible to schedule the equipment deliveries down to a specific hour?
- 1.3. Is the installing technician also qualified to install the equipment on the network and load drivers? If no, please detail the time frame for installing equipment on the network and installing drivers.
- 1.4. Describe your proposed implementation.

2. Service Questions

- 2.1. Describe your service response time guarantees.
- 2.2. Describe which supplies, consumables and parts are not included within your service and supplies pricing.
- 2.3. Describe the total process your organization follows for a service call, starting from initial request to completion, including any escalation path.
- 2.4. Who inside your organization would be the main contact for PPLD regarding service issues?
- 2.5. Detail the reporting for service calls including the time range available and ability for PPLD to run the reports.

3. Pricing and Billing Questions

- 3.1. Who inside your organization would be the main contact for PPLD regarding additional equipment needs and on-going pricing?
- 3.2. Detail your meter read collection process including any electronic and automated methods.
- 3.3. If a District location does not submit a meter read for a given period, what method would be used to determine billing for service and supplies?
- 3.4. Please describe your process for issuing credits for billing disputes.
- 3.5. Detail any additional services, as it relates to the RFP, which would result in additional charges.
- 3.6. Please detail your capability to bill one consolidated invoice by department. Please include a sample invoice.
- 3.7. Are there any additional contracts outside of the main service contract?

4. Technology Questions

- 4.1. Does your equipment have a network device monitoring system? If so please describe the software's capabilities to perform Meter Reads, Active Alerts (Error Codes, Low Consumable Levels, etc.), device installation, device management, and device monitoring across the entire fleet (where connected to the WAN).
- 4.2. How many drivers would be needed for all of the equipment proposed?
- 4.3. Please describe your equipment's secure print capabilities / functionalities.
- 4.4. When sending a document via email, do your products provide attachment

size control? If so, please describe how this is accomplished.

- 4.5. Does your equipment possess the ability to disable features individually (e.g. scan to email) on the local control panel and / or through the network administrator controls?

5. General Questions

- 5.1. What other factors should PPLD consider when making a decision?
- 5.2. Why should PPLD choose your company?

**ADDENDUM A
PIKES PEAK LIBRARY
DISTRICT
RFP #520-20-07
PROPOSAL COVER SHEET**

I. GENERAL INFORMATION

1. FIRM NAME

2. ADDRESS

3. PHONE

5. E-MAIL AND WEBSITE

6. CONTACT

II. STATEMENT OF MINIMUM QUALIFICATION

I, _____ (printed name) hereby declare

that I am the _____ (title) of

_____ (name of firm) submitting this profile and declaration, and that I am duly authorized to sign this profile and declaration on behalf of the above named firm. All information set forth in this profile and declaration and all attachments hereto are, to the best of my knowledge, true, accurate, and complete as of the submission date.

The signer further certifies that (please initial):

- a. _____ The Company has carefully examined all instructions, requirements, specifications, and terms and conditions of the RFP for which this proposal is submitted. The company understands all instructions, requirements, specifications, and terms and conditions of this RFP, and hereby offers and proposes to furnish the goods and services described herein at the prices, fees, and/or rates identified in this proposal, in accordance with the instructions, requirements, specifications, and terms and conditions of this RFP.
- b. _____ This proposal is a valid and irrevocable offer that will not be revoked and shall remain open for the PPLD’s acceptance for a period of ninety (90) calendar days from the proposal due date.
- c. _____ The Company is in full compliance with all applicable federal, state, and local laws, rules, regulations, and ordinances governing business practices.
- d. _____ All statements, information, and representations prepared and submitted in this proposal are current, complete, true, and accurate.
- e. _____ Submission of this proposal indicates the signer’s acceptance of the evaluation technique and that some subjective judgments may be made by PPLD as part of the evaluation.
- f. _____ The company has the following insurance coverage:
 - Workers’ Compensation Insurance
 - Liability Insurance in the amount of no less than \$1,000,000 per occurrence.

Evidences of these insurances are attached.

- g. _____ A list of exceptions and deviations (if any) is attached.
- h. _____ A proof of eligibility to work in State of Colorado is attached.
- i. _____ There have been no claims, litigation, or other issues filed or pending against our company in the past 5 years except as listed below.

- j. _____ The Company is aware of Colorado’s Immigration / illegal alien laws pertaining to public contracts. Addendum B (Colorado Statutes 8-17.5 – 102) is signed and attached.

Authorized Signature

Date

**ADDENDUM B
PIKES PEAK LIBRARY DISTRICT
RFP 520-20-07
IMMIGRATION CLAUSE FOR CONTRACTS**

Pursuant to Colorado Revised Statutes Section 8-17.5-102, the Pikes Peak Library District (“PPLD”) shall not enter into or renew a public contract for services with a contractor who knowingly employs or contracts with an illegal alien to perform work under the contract or who knowingly contracts with a subcontractor who knowingly employs or contracts with an illegal alien to perform work under the contract.

Accordingly, Contractor agrees that it shall not:

- Knowingly employ or contract with an illegal alien to perform work under this Agreement; or
- Enter into a contract with a subcontractor for work under this Agreement that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this Agreement.

Further, Contractor agrees that it shall comply with the following:

- Contractor has confirmed the employment eligibility for all employees who are newly hired for employment to perform work under this Agreement through participation in either the e-verify program administered jointly by the U.S. Department of Homeland Security and the Social Security Administration (the “E-Verify Program”) or the department program administered by the Colorado Department of Labor and Employment (the “Department Program”).
- Contractor shall not use the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while the services under this Agreement are being performed.
- Should Contractor obtain actual knowledge that a subcontractor performing work under this Agreement knowingly employs or contracts with an illegal alien, the Contractor shall:
 - Notify the subcontractor and PPLD within three days that Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and
 - Terminate the subcontract with the subcontractor if, within three days of receiving the notice, the subcontractor does not stop employing or contracting with the illegal alien; except that Contractor shall not terminate the contract with the subcontractor if, during such three days, the subcontractor provides information to establish that the

subcontractor has not knowingly employed or contracted with an illegal alien.

- Contractor shall comply with any reasonable request by the Colorado Department of Labor and Employment (the "Department") made in the course of an investigation that the Department may undertake pursuant to its authority under Colorado Revised Statutes Section 8-17.5-102(5).

Authorized Signature

Date

ADDENDUM C
Library Locations

Library Name	Acronym	Location
Calhan Library	CA	600 Bank Street Calhan, CO 80904
Cheyenne Mountain Library	CH	1785 South 8th Street, Suite 100 Colorado Springs, CO 80905
East Library	EA	5550 N. Union Blvd. Colorado Springs, CO 80918
Fountain Library	FO	230 South Main St. Fountain, CO 80817
High Prairie Library	HI	7035 Old Meridian Rd. Peyton, CO 80831
Knights of Columbus Hall	KCH	20 N. Cascade Ave Colorado Springs, CO 80903
Library 21c	LI	1175 Chapel Hills Drive Colorado Springs, CO 80920
Manitou Springs Library	MA	701 Manitou Ave. Manitou Springs, CO 80829
Monument Library	MO	1706 Lake Woodmoor Dr. Monument, CO 80132
Old Colorado City Library	OL	2418 West Pikes Peak Ave Colorado Springs, CO 80904
Palmer Lake Library	PA	66 Lower Glenway Palmer Lake, CO 80133
Penrose Library	PE	20 N. Cascade Ave Colorado Springs, CO 80903
Rockrimmon Library	RO	832 Village Center Drive Colorado Springs, CO 80919
Ruth Holley Library	RU	685 North Murray Blvd. Colorado Springs, CO 80915
Sand Creek Library	SA	1821 South Academy Blvd. Colorado Springs, CO 80916
Ute Pass Library	UT	8010 Severy Rd. Cascade, CO 80809