

City of Brewer
 80 North Main Street
 Brewer, ME 04412
 207-989-7500
 www.brewermaine.gov



Request for Proposals Photocopiers & Maintenance Contract

Section 1 - Background

The City of Brewer requests proposals/bids for the purchase of a four (4) multifunction print/scan/photocopy machines and annual maintenance on said machines for a period of five (5) years. These copiers will be placed in four separate municipal buildings located in the City of Brewer within a 2 mile radius. The City of Brewer seeks a single vendor to deliver and support the replacement of the 4 copiers.

The table below lists the copiers being replaced. These machines have multiple paper trays, collating and scanning function, and ability to read and print two-sided documents.

Make	Model	Est. Annual Copies	Location
Toshiba	eStudio 455	90,000	Pub Safety Bldg
Toshiba	eStudio 455	35,000	Sewer Plant
Toshiba	eStudio 655	70,000	Brewer City Hall
Konica	Bizhub 421	50,000	Brewer Auditorium

Note: These figures should not be construed as a guarantee of future volume. Successful bidder will be expected to assess current machine usage rates.

Section 2 – Multifunction print/scan/photocopy machines

Minimum Specifications

- Copies Per Minute: minimum of 40
- Document Feeder: minimum 50 page capacity
- Duplex Capability: 50 page capacity
- Paper Storage Capacity: at least 1,000 sheets
- Paper sizes: letter, legal and ledger plus multipage bypass
- Finisher: Collator with offset stacking
- Network Ready: compatible with Mac and Windows 7, 10
- Network and USB Scan: .pdf, .jpg, .tif formats
- Enlarge & Shrink Capability
- Darkness/Light Control
- OCR (Optical Character Recognition) to make documents searchable and editable.
- Ability to provide a naming convention, determined by the city, based on type of document.
- Compatible with Tyler Forms / MUNIS

Options

Please include pricing for the following options, which the City may add to one or more of the machines:

- 3 Hole punch
- Stapler
- Fax capability
- Additional paper drawer / high capacity paper drawer
- Additional memory

Successful bidder shall, at each copier location within 2 days of installation, provide staff adequate training in the operation of the machines, along with an operating manual for each copier.

All pricing must be inclusive of machine delivery charges to City locations. Installation shall include normal initial operating supplies. Bidder shall also be responsible for disposal of current copiers.

Section 3 – Copier Maintenance Services

Minimum Specifications

- Telephone number for service calls
- Response time: one business day maximum
- Contract shall cover travel, labor, drum replacement, toner, staples, and any other parts considered “disposable”, excluding paper.
- In the event of malfunction resulting in more than 48-hours of inoperability, a suitable replacement machine will be provided at no charge.

Bidders shall provide a service agreement that covers all four copiers and the aggregate total number of copies estimated annually. The successful bidder shall conduct a review of current usage to determine the appropriate annual copies on which to base the maintenance and service agreement price.

Bidders must provide a minimum of three references of current photocopier maintenance customers located within the greater Brewer region.

Section 4 – Additional Terms and Conditions

- Equipment offered must be new, unused, current models.
- The machines shall be delivered, installed and made ready for use by the selected vendor at no additional fee.
- The vendor shall provide end-user training to city staff at no additional fee.
- The multifunction machines will perform to manufacturer’s specifications for a minimum of 98% of the time during normal city office hours averaged over a three month time frame. Any machine that fails to meet this standard shall be replaced with an equal or better model at no cost to the City. If vendor fails to correct the non-performance, the

City reserves the right to terminate the contract by giving a five (5) calendar day written notice to the vendor after which no further obligation is due from the City.

- Vendor will provide routine maintenance and repair services for no additional fee.
- Service will be furnished to the City between 8:00 a.m. and 4:30 p.m., Monday through Friday. Only fully trained and qualified technicians shall perform the maintenance on the copiers. Please note once vendor is selected, vendor will need to provide list of technicians for background checks for Public Safety Building repair servicing.
- Vendors shall include proposed method of managing service calls including:
 - Method for history of call on each device/logging
 - Level of service specifications
 - Number of trained technicians for each machine type and size of area served
 - Average support call response time
 - Location of local office and support dispatch office
- The City will supply paper for the machines. Vendor shall be responsible for supplying toner, drum, fusers, staples and all parts for machine to function, the cost of which shall be included in the Annual Maintenance price.
- Proposals must include prices for copy machine purchase and for maintenance (service and supply) cost.
- Citywide costs will be based on machine usage and will be billed in arrears; **no minimum number of copies will be specified**. Vendor shall bear all costs for travel, labor and parts required to maintain the machines in good working order and make all necessary adjustments, replacements, and repairs caused by normal wear and tear.
- Proposed prices will include all taxes and fees, as applicable.
- All proposals must contain descriptive literature on the proposed multifunction device(s). At least one technical sheet must be provided for each machine model, accessory or option. Manufacturer specifications must specify certified monthly volumes for each machine.
- **Independent Contractor Status.** Vendor shall at all times during the term of the contract perform the services described as an independent contractor and, as such, is not an employee of the City for any purpose whatsoever, including for the purposes of coverage under the Maine Worker's Compensation Statute or any other benefits as afforded to city employees.

Section 5 – Proposal Requirements

All costs incurred in the preparation and presentation of this proposal are the vendor's responsibility.

All Proposals should contain the following:

- A Table of Contents
- Cover sheet with the following:
 - Company name
 - Contact name
 - Mailing address
 - Telephone
 - Email address
 - Brief description of company history, ownership information, the year the company was established; the former name(s) of the company, if applicable; and the state in which the company is incorporated, if applicable.
- Vendor's qualifications, including number of employees and number of clients in Maine.
- Minimum of three references of current Annual Maintenance customers (public sector preferred) located within the greater Brewer region, with contact information so City can inquire about respondent's performance within the past 12 months.
- A written plan that clearly identifies the equipment and services proposed and a description of proposed plan implementation, including training for employees. This should include a timeline and any explanation of what work, if any, City employees will need to be responsible for.
- Draft Annual Maintenance Agreement
- Price proposal for purchase of 4 multifunction machines and annual costs for a 5 year service contract.
- Any conditions or specifications within this RFP that bidder is not able to meet must be clearly identified, along with the rationale for how that inability does not harm bidder's overall proposal.

Proposals submissions:

Proposals shall consist of one (1) signed original and one (1) copy, submitted in a sealed envelope plainly marked "**SEALED PHOTOCOPIER BID - DO NOT OPEN WITH REGULAR MAIL.**"

Bidder shall submit proposals to the City Manager's Office, Brewer City Hall, 80 North Main Street, Brewer, Maine 04412 no later than Friday, June 29, 2018 at 2:00 PM. Bid prices shall be guaranteed through September 30, 2018. The City of Brewer reserves the right to accept or reject any and all bids and to accept minor deviations from the minimum standards specified. The Brewer City Council is expected to award the bid at its July 10, 2018 meeting.

Contact: Karen Fussell
Finance Director
kfussell@brewermaine.gov