

Request for Proposal
Multifunction Devices &
Managed Print Services
for
PIKES PEAK LIBRARY DISTRICT
Colorado Springs, CO
PPLD RFP #520-19-04

Pikes Peak Library District invites experienced vendors to provide Multifunction devices, managed print services, and a solution to consolidate the copier and printer fleet.

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I. Terms & Conditions

A. Background and General Terms & Conditions

1. Purpose and Objective. Pikes Peak Library District (PPLD, also referred to as the District) is soliciting a proposal to provide a solution to consolidate printing and reproduction capabilities, to provide specifically Multifunction Devices (MFD), and to include an offer of Managed Print Services (MPS).

The goal of this Request for Proposal (RFP) is to work toward solutions that will minimize cost, while maintaining or improving the current service level.

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

PPLD is looking for an ongoing solution to consolidate copiers, printers, fax machines, and scanners, and continuing the reduction in the amount of high cost, standalone desktop printers by using Multifunction units where possible.

MPS should provide a management solution by understanding our current environment and optimizing it to increase efficiency and reduce cost. It is also intended that this RFP will establish a contract that will cover all consumables required to support that functionality (excluding paper); and to include ongoing top-to-bottom support services covering training for end users (both initial and ongoing/recurring refresher training) and any technical support staff specific training (troubleshooting, etc.).

The winning bidder will identify warranty information associated with hardware, software and installation and replacement costs for the agreement period.

PPLD will execute a **best value contract** with the winning respondent for this RFP.

2. Background - PPLD Furnished Property and Services

a. Current Operating Environment. PPLD is the public library system serving El Paso County. There are currently 14 libraries (with another to come this year) serving 258,129 registered card-holding patrons. Please see Attachment 1 – PPLD Locations.

PPLD owns the 29 copiers that serve the staff and patrons. Currently, the copier service is provided by an outside vendor. In addition, there are two outsourced copiers located at Library 21C. All copiers have color and black and white (B&W) capabilities and also the ability to print at variable page sizes. The majority of copiers have more than eight years of service and do not have the latest security capabilities (i.e., personal identification number to allow user to “release” job for printing, etc.). The lack of this capability has staff members relying on desktop printers to maintain a level of security on printed products.

Twenty-four copiers support patron copier requirements on a fee for service basis. These copiers use the Jamex vending machine. PPLD fee structure for patrons is \$0.10

per B&W copy or print and \$0.25 per color copy or print for serving the patrons. Patrons can currently print via the Public Access Computers and either an existing MFD or an HP Laser Jet Printer. Current patron printing services work with the Todays Business Solutions (TBS) kiosk running Papercut Software. Lack of MFDs with high volume capabilities at some libraries resulted in augmenting patron computer capabilities using a mix of HP networked laser printers and desktop direct connect printers.

The replacement fleet must have the capability to replace the copiers, networked laser printers and desktop direct connect printers with a consolidated number of MFDs that can perform copying, scanning, facsimile (fax), and printing. MFDs must interoperate with TBS/Papercut kiosks that takes currency (coins and bills) and credit card.

The summary of copier, printer, and fax inventory is depicted in Table 1 below.

Table 1. Inventory of Devices and Quantity

Device Category	Device Quantity
MFD	29
Network Laser Printer	42
Network Laser Printer TBS/Papercut (Included Above)	16
Local Laser Printer	86
Ink jet Printer	5
Scanners	10
Fax	3
Total	175
LI- MFD Ricoh MP C3003	2

Also, please see Appendix A for additional information on PPLD Information Technology (IT) infrastructure supporting the current copier inventory.

b. Future Operating Environment Objective. Bidder MFD solutions must have following capabilities:

- Interface with TBS currency (coins and bills) and credit card kiosks
- Fax Capability
- Copy Capability
- Image Scan and Send
- Network interface
- Accommodates International Standards Organization (ISO) Letter (ANSI A) 8.5"x11", Legal (ANSI B) 11"x14" and Ledger (ANSI C) 11"x17"
- ISO C paper sizes C2, C3, C4, C5 and C6

Due to the volume of upgrades possible, we request that proposals include various options ranging from full replacement to partial replacements over an extended period.

c. Infrastructure. PPLD provides the following infrastructure information bidders can use in bid preparation:

- (1) Network Category 5 (Cat5) jacks. Available for interface with PPLD IT infrastructure.
- (2) Installation Standards. Hardware installation in accordance with Electronic Industries Alliance/Telecommunication Industries Association Telecommunications Industry Association (TIA) standard for hardware installation.
- (3) Software. PPLD will not provide any software or software services to meet RFP requirements. Bidder is responsible for providing software associated with MFDs.

d. PPLD Furnished Information. PPLD IT Staff is available for technical exchanges supporting installation planning and installation activities with the winning bidder. PPLD IT staff personnel shall provide technical input, answer questions, review and accept completed work, and provide feedback regarding bidder efforts.

e. Product Ownership. All products produced by the Contractor in the performance of this RFP are the property of PPLD.

f. Proprietary Data.

- (1) Use of Proprietary Data. The Contractor shall request from PPLD Project Manager (PM) approval prior to the use of any proprietary data or software tools to fulfill proposal requirements.
- (2) Colorado Records Act (CORA). The Contractor shall not retain any PPLD information generated or received under this contract after the contract ends without approval of the PM.
- (3) Contractor Proprietary Data. The Contractor is responsible for identifying any Contractor proprietary information the Contractor wants excluded in the event of a CORA request for information associated with this RFP.
- (4) Deliverables and Materials. PPLD has unlimited rights to all deliverables developed under this RFP. The Contractor shall not use any materials pertaining to this RFP for business development or any other vendor strategic purposes to represent PPLD to any other person or entity, except for delivering a PPLD-approved message or position.

g. Access to PPLD Property and Facilities. Contractor will coordinate with the PM access to PPLD Property and Facilities. PPLD will issue temporary badges to allow for unescorted access to PPLD facilities.

h. Management. Table 2 depicts the PPLD staff assigned to this project and their respective roles.

NAME CONTACT	INFORMATION	ROLE
Ms. Juanita Lanaux	jlanaux@ppld.org 719-531-6333 x6303	PM
Ms. Annelise Parker	aparker@ppld.org 719-531-6333 x6664	Technical Advisor
Mr. Richard Peters	rpeters@ppld.org 719-531-6333 x6583	Chief Information Officer Project Sponsor
Mr. Michael Varnet	mvarnet@ppld.org 719-531-6333 x6504	Chief Financial Officer and Chief Contracting Officer
Ms. Tatiana Zonte	tzonte@ppld.org 719-531-6333 x6506	RFP SME

i. Hours of Work. Work outside of PPLD normal operating hours (Monday through Thursday 9:00 a.m. to 9:00 p.m., Friday & Saturday 10 a.m. to 6 p.m., and Sunday 1 p.m. to 5 p.m.) requires coordination with PM (Ms. Juanita Lanaux). The contractor shall identify during implementation meeting any exceptions to the standard workweek.

3. Interested Parties. PPLD invites all interested companies to submit a proposal in accordance with the terms, conditions, and specifications contained herein. Prospective bidders can access an electronic version of this document at <http://www.ppld.org/request-for-proposals>. Bidders must check this site periodically for any updates associated with this RFP.

4. Sole Point of Contact. Juanita Lanaux, IT Tech Support Manager, is the sole point of contact for this RFP. Prospective bidders will only submit questions electronically to her via e-mail at bids@ppld.org. Prospective bidders will include in the subject line the RFP number, title, and the word “question” or “clarification.” Example: PPLD RFP #520-19-04 Question or PPLD RFP #520-19-04 Clarification. Questions and requests without this subject identification may not get properly addressed.

Juanita Lanaux will respond to all questions and requests for clarification to all prospective bidders using the PPLD RFP website (<http://www.ppld.org/request-for-proposals>). PPLD will amend the RFP responses PPLD staff considers a change in the terms, conditions, and specifications of this RFP, and all addendums, if any, using the PPLD RFP website. Prospective bidders will only receive formal electronic addendum changes to the terms, conditions, and specifications in this RFP using the PPLD RFP website.

5. Tax Exemption. PPLD, as a local government entity, is exempt from sales and use taxes. Bidders shall inform all prospective subcontractors and suppliers, as necessary, from whom they expect to obtain services or supplies of the tax-exempt status of PPLD. Following the contract award, PPLD can furnish, upon contractor request, all exemption documents (i.e., city, county and state).

6. Expenses. PPLD assumes no liability for payment of expenses incurred by proposers in the preparation and submission of proposals in response to this invitation.

7. 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 be grounds for rejection of the proposal and/or termination of any contract awarded.

8. Non-Discrimination. The Contractor 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.

9. Governing Law. The laws of the State of Colorado shall govern any contract executed between the successful proposer and PPLD. Further, the place of performance and transaction of business is in the County of El Paso, State of Colorado, and in the event of litigation, the exclusive venue and place of jurisdiction are State of Colorado, and more specifically, El Paso County, Colorado.

10. RFP Schedule.

Table 3. RFP Schedule

Event	Milestone Date
RFP Specifications Released	June 20, 2019
Pre-Bid Meeting	July 1, 2019
Notice of Intent	July 3, 2019
Deadline for Receipt of Questions: by 4 p.m.	July 8, 2019
Response to Questions: by 4 p.m.	July 12, 2019
Proposal Due Date: at 4:00 p.m. local time	July 17, 2019
Vendor Solution Interoperability Demonstration	July 22-26
Board of Trustee Vendor Selection Approval	August 13, 2019
Bid award (vendor notified) on or about	August 14, 2019
Project commence	TBD with Selected Partner

11. Pre-bid Meeting. This meeting is optional for prospective bidders.

Date: July 1, 2019 1:00PM MDT
Location: Library 21c
Ent Conference Center
1175 Chapel Hills Drive
Colorado Springs, CO 80920

Pre-bid Meeting activities include a question and answer session.

12. Notice of Intent. Prospective respondents are invited to submit an intent to bid to Juanita Lanaux via e-mail at bids@ppld.org. Such notice should include the

business name, the contact person's name and title, and e-mail address for further correspondence.

A Notice of Intent to respond creates no obligation and is not a prerequisite for submitting a response.

13. Vendor Solution Interoperability Demonstration. After the review of the written RFP responses, highly rated vendors will be invited to provide a physical demonstration of their systems to the evaluation team. The demonstration will take place at a Library facility and must include testing the interface with TBS currency (coins and bills) and credit card kiosks running Papercut Software.

B. Proposal Preparation

1. Substantive proposals. By submitting a proposal, the proposer guarantees that:

- (a) its proposal is genuine and is not made in the interest of, or on behalf of, any undisclosed person, firm, or corporation;
- (b) it has not directly or indirectly induced or solicited any other respondent to put in a false or sham bid;
- (c) it has not solicited or induced any other person, firm, or corporation from proposing; and
- (d) it has not sought by collusion to obtain for itself any advantage over any other proposer or over PPLD.

2. Insurance Requirements. The successful proposer shall have and provide evidence of worker compensation insurance, general liability insurance (minimum \$1,000,000.00) and fidelity bonding insurance (minimum \$100,000.00).

3. 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 contractor's operations or performance in connection herewith.

4. Continuity. By submitting a proposal, the proposer will identify the Project Manager (PM) and key team members and make its best efforts to ensure that the PM

and key team member(s) remain assigned to PPLD until installation activities are completed. The proposer will identify the single point of contact for sustainment activities after installation. The proposer will coordinate in advance with PPLD prior to changing the PM or key team members.

5. Submission Information and Documents.

Bidders will submit a comprehensive proposal addressing all elements requested in Section II, Specifications/Features, and Section III, Proposal Requirements. The proposal will include, but not limited, to the submission of the following signed documents:

- Addendum A – Proposal Cover Sheet
- Addendum B – Requirements Compliance and Specifications
- Addendum C – Pricing/Cost Information
- Addendum D – Immigration Clause for Contracts
- Any additional clarifying information relating to the solution such as appendices, charts, diagrams, cut sheets, etc.

6. Signatures. An officer of the proposing company must sign the proposal.

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 vendor 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. Proposal Submissions. Bidder will submit an electronic copy of the document with all attachments. Bidder must sign the document. The bidder can submit electronically signed document or submit fax document with signature pages identified with the proposal number and title, on the forms provided herein (see Addendum A, B, C, and D) with all attachments, no later than **4:00 p.m. local time on July 17** to bids@ppld.org. **Proposals received after that time will be rejected for lateness.**

9. 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” any proprietary information (or pages). PPLD will maintain electronic copy and will not release vendor proprietary information that the vendor will mark appropriately.

C. 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 the PPLD.

2. Proposal Selection. It is the intent of the PPLD to select only responsible and responsive proposals. PPLD is not bound to accept the lowest priced proposal. Your proposal should include your most favorable terms and conditions.

3. Negotiation. PPLD reserves the right to negotiate terms and conditions of the contract with the winning contractor.

4. Basis of Award. An evaluation team will judge the merit of proposals received in accordance with the general criteria defined within this invitation. The Chief Information Officer will present committee recommendation to the Board of Trustees for approval. The evaluation team will use the following criteria when making proposal evaluations (this is not an exhaustive list of PPLD criteria):

- a. Pricing
- b. Company Experience and References
- c. Quality of Services
- d. Completeness of Proposal
- e. Key Staff (certification level and experience of staff)
- f. Executable Schedule
- g. Any other items deemed in the best interests of PPLD

The following table indicates the weight that will be given to each of the key criteria established for decision making.

Criteria	Value Percentage
Pricing – Includes initial pricing, pricing of add alternates and any escalation – Addendum C – Pricing Information	45%
Responsiveness to RFP – Ability to meet performance requirements – see b to g above or Addendum B	45%
References	10%

D. Contract Formation

1. Agreement in Writing. The successful bidder is required to enter into a written contract with PPLD for maintenance services.

PPLD will include and integrate the winning Bidder’s proposal into the final contract documents. It is in the Bidder’s best interest to ensure the proposal is accurate to allow for the integration with minimal changes.

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 supplier.

2. Term of agreement The term will be five (5) years with an option for two (2) one (1) year renewals or successive monthly extensions. Such extensions shall be

automatic unless terminated thirty (30) days prior by either party or unless a renewal is signed by the District.

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

3. Amendments to Contract. Parties hereto reserve the right to make amendments or modifications to the contract by written amendment signed by both parties. No amendment shall be effective unless approved by PPLD.

4. Termination. Either party may terminate the contract without cause by giving written notice thirty (30) days in advance of termination.

In the event of termination pursuant to this section, the sole compensation to the Contractor will be for any unpaid portion of services performed or delivered at the date of termination.

This agreement will automatically terminate on the occurrence of any of the following events: bankruptcy or insolvency of either party, sale of the business of either party, failure to comply with federal, state or local laws, regulations or requirements.

II. Specifications/Features

A. Requirements

The successful Vendor is expected to replace the 29 existing copiers and at least 20 printers with Multifunction devices of appropriate capacity for each location and provide all necessary hardware/software, maintenance, repair services, consumables (excluding paper), training, and general support during the agreement.

1. Proposal for devices of varying volume/speed specifications. Appendix A summarizes the copier and printer fleet volume by location on January 1, 2018.

Appendix A presents a general view of our printing and reproduction capabilities, scanners, and faxes. Proposal must include, at minimum, the replacement/consolidation of 29 copiers and 20 printers marked with "refresh" in Appendix A.

Currently, there are four models in the district. Bidders are free to propose whatever number of models are needed for their solution as long as the distinction is made between public-use and staff-use recommended models. The final number and location will be discussed with winning vendor and approved by PPLD before the project commences.

It is the intent of this RFP to secure the services for a five (5) years period. Proposal must include solutions for if devices reach the end-of-life state before the end of the agreement.

a. Standard functionality. Minimum interoperability with PPLD provided TBS kiosk/Papercut software.

b. Copy. Simplex and duplex without staff/operator intervention. The patron operator upon entering any payment due with the coin/bill/card acceptor, can generate copies. Stapling and hole punch capability on at least the staff use devices.

c. Print. The staff operator's print requests should be held in a queue until released at the device using a PIN or similar means. The patron operator can print to a queue and upon authenticating through the print manager and entering any payment due with the coin/bill/card acceptor, can release the document for printing.

d. 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 OCR the document is a plus. The district desires that scanning-only be at no cost.

e. Fax. Fax services equivalent to what is currently available is required. A centralized fax server solution may be proposed and considered to support this requirement.

f. TBS/Papercut Integration. The ability to interface with the time and print management system's kiosk coin and bill acceptor for printing and cost management. The cost is per page for both black and white and color.

g. Secure access. The devices used by staff should include the ability to enter a secure code for releasing print/copy jobs.

h. PrinterOn Compatibility. Must be compatible with the wireless printing service, PrinterOn, for both monochrome and color printing.

2. Removal and disposal of existing equipment. A summary of the current fleet can be found in Appendix A. The successful proposer will agree to remove and dispose of existing equipment (as noted above). 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.

3. Procurement of Administrative Software and System Support Tools. The successful proposal will include software designed to facilitate remote administration and support compatible with Microsoft Active Directory. Ideally, each device will be accessible using a web interface with, but not limited to, the following minimal features:

a. Remove "stuck" print jobs.

b. Query device meter to report the number of copies (B&W and color), prints (B&W and color) and faxes that have been delivered by the device (unless fax server option is chosen).

- c. Query the device for serial number, MAC address and model.
- d. Deliver the status of the device along with any error conditions.
- e. Restart the device (password-protected function).
- f. Configure network settings such as IP address, wired versus wireless, gateway, wireless security key, etc. (password-protected function).
- g. Configure software that may be value-added to the device.

4. Training. Along with the deployment of new document reproduction tools and equipment, training must be included for general library staff and technical support staff. Both initial training in using the new tools and equipment as well as periodic refresher training sessions designed to increase the user comfort with the solutions, increase efficient and effective usage, and decrease help desk/trouble desk calls. A successful proposal will include both the initial users and support training as well as ongoing refresher training (i.e., could be based on both calendar time periods and/or training topics).

The Districts' preference for initial training would be to provide training to technical support staff prior to installment in branch libraries and on-site training to the staff of each library on the date that the equipment is installed. Refresher training should be provided no less than once per year, but staff will be requested to come to a single location for such training.

5. Support and Maintenance. PPLD will expect a successful proposal to cover and include emergency repair service during normal library hours (Monday through Thursday, 9:00 a.m. to 9:00 p.m., Friday, Saturday, 10 a.m. to 6 p.m. and Sunday, 1 p.m. to 5 p.m.), periodic maintenance, and End User or Operator and Technical Support staff training at least annually if requested. The vendor will agree to provide full maintenance for the contract period to include labor, all parts, travel and preventive maintenance. The District is seeking same-day response and no later than next-day repair services.

6. Solutions for Fleet Consolidation. The awarded vendor shall have the capability to provide a Managed Print Services solutions for consolidating, maintaining, and supporting PPLD equipment in a phased approach. The Managed Print Services solution will also include:

- a. A MFD fleet assessment, if determined necessary and mutually agreed upon by both parties.
- b. An operational solution to consolidate, maintain and support PPLD owned MFDs.
- c. A communication and awareness solution to inform PPLD employees of any operational actions.

7. Software Upgrades and Changes. The Vendor shall be responsible for providing the most recent versions of all operating firmware, software, print drivers, spoolers, and print languages, etc.

8. Microsoft Active Directory integration and interaction. The successful proposer will include devices that are capable of being managed and that interact with a Microsoft Active Directory environment. Interaction includes, but may not be limited to, the ability to provide asset tracking, usage reporting, and device health monitoring remotely (i.e., over the network).

9. Papercut Kiosk interaction. The successful proposer will include devices that are 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 charge accordingly (i.e., fax, print, copy).

10. Network Connectivity. All devices will have a minimum of at least one 100MB Ethernet connection (preferred to be a 100/1000Mb connection) for wired network connectivity. Over the expected life cycle, devices may be moved from room to room in a library building. Relocations must be as seamless as possible and coordinated through IT.

11. Network Reliability. 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.)

12. Power Requirements. 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.

13. Secured printing. Staff users should have the ability to print to a device where the material is held in a queue until the user is identified at the device.

14. Manufactured Equipment. For the purposes of the initial installation and any subsequent installation of procured equipment over the term of this agreement, all equipment shall be new and assembled from new components by the manufacturer. The District shall be the first user of the new equipment with neither previous placements on rental or lease nor any placement as a demonstration unit or in-house unit in the contractor's or customer location, including employee home offices. All equipment performance and reliability standards shall conform to "new" specifications.

15. Online supply and equipment ordering. The District does not have ample storage space. As such, a successful proposal will 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.

16. Unit Level Pricing. While it is intended that this RFP result in a contract with one vendor partner, PPLD cannot accept an "All or Nothing" proposal. The current

equipment fleet (i.e., copiers, printers, fax machines, etc.) will be considered for replacement individually, taking in consideration the equipment procurement approach and current age of the equipment. As such, prices must be stated in a “Price per Unit” manner.

17. Reliable and Durable Equipment. Keeping in mind the nature of public library business, the proposed solutions must be durable to withstand frequent use (See Appendix A for typical usage). Additionally, the solutions must be capable of reliably operating in varying settings without frequent breakdown or malfunction.

18. Relocation. For any device placed as a result of this solicitation, the vendor shall agree to relocate the device anywhere within the District. 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.

Any plan submitted should support a balanced distribution of use and the vendor agrees to relocate any machine with low utilization after installation in order to achieve this goal. The vendor will pay any cost related to the relocation of equipment due to low utilization, unless the issue arises due to a relocation at the request of PPLD.

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

20. Executable Schedule. The RFP respondent will submit an executable schedule for PPLD’s evaluation. As a minimum the schedule must contain equipment delivery, installation start date, installation end date, quality control inspection and turnover to PPLD for operations and maintenance. Bidders will use a notional start date of September 1, 2019 in developing their schedule (actual start date subject to negotiation after contract award).

21. Work Breakdown Structure (WBS). The bidder will submit a WBS identifying high level tasks and estimated time each task will take. Bidder will identify any risks associated with WBS tasks and any proposed mitigation to risks identified. As a minimum, the WBS elements must include the following:

- a. Installation Activities.
- b. Cutover.
- c. Equipment Turnover.
- d. Hardware Inventory (serial number, model number, etc.) documentation.
- e. Software Inventory (version number, hardware software installed, model number, etc.) documentation.

- f. Documentation. Documentation of final solution, “As Built” provided to PPLD at the end of the project along with training material for PPLD to maintain MFD solution.

22. Transition Plan. The RFP respondent will identify how a transition will occur during MFD implementation. Vendor will identify any risks with transition plan and risk mitigation factors. Vendor will propose how to achieve a transition to allow continued library operations or a minimum impact to library operations.

23. MFD Fixed Requirements. Regardless of data in Appendix A the following MFDs are required for the specified library locations:

Table 4. Mandatory Inclusions

Location	Requirement
Penrose Library Basement	2 MFD for Patron Service
Penrose Main Level	1 MFD for Patron Service
Sand Creek	2 MFDs for Patron Service
East Library 2 nd Floor	1 MFD for Patron Service
East Library 1 st Floor	1 MFD for Patron Service
Library 21c 1 st Floor	1 MFD for Patron Service
Library 21c 2 nd Floor	2 MFD for Patron Service
Calhan Library	1 MFD for shared Patron and Staff Service

B. Solution and Alternatives

1. Infrastructure Impact. Bidders will describe any infrastructure changes required for proposed solution. Examples include but are not limited to additional telecommunications circuits (no new POTS lines allowed), additional internal wiring, or additional network hardware.

2. MFD Options. List recommended options for MFDs for the following types as defined in the requirements (i.e., physical size or footprint as a result of library space limitations, etc.):

- Staff MFDs – for staff use only. No patron access
- Public MFDs – for heavy public use in patron areas*
- Shared MFDs – shared between staff and patrons

*Public MFD in Special Collections will not have a document feeder.

If the proposed solution includes additional connectivity requirements (analog lines, fax device, coin and bill connection, bandwidth, etc.), these changes should be explicitly stated in the solution, along with initial and recurring costs.

C. Implementation

1. Implementation. Bidders will describe implementation process and anticipated task list. Specifically address any outages or cutover time.
2. Timeline. Provide a timeline or schedule for implementation.
3. Facility Access Requirements. Describe any steps or events required by any party that would involve access to any PPLD locations. Include anticipated day/time and duration.

III. Proposal Requirements

A. Minimum Qualification

The following points are the minimum requirements; any exceptions to these minimums must be addressed within the proposer's response and within Addendum B.

1. Proposer must be an authorized dealer of equipment submitted in the RFP response for consideration by the District.
2. Proposer must be a manufacturer or a designated/certified manufacturer's representative capable of providing District wide sales and service through dealer and/or manufacturer representation.
3. Machines offered must be in production and available for sale at time of Proposal opening.
4. All equipment offered must have published capabilities. Responsive Proposers will submit a copy of the published page (BLI, etc.) for each machine proposed. For equipment not yet published in BLI, etc., Responsive Proposers will provide published descriptive literature, which includes capability in documents per minute, and stipulate the list price to be published in BLI.
5. The Proposer, if other than the manufacturer, shall provide the following authorization and certification with the proposal: A current authorization and certification letter dated and signed from the manufacturer that the Proposer is a currently authorized distributor and/or service representative, authorized to submit proposals for the manufacturer's products.
6. Bidders must have a license from the State of Colorado to conduct work in Colorado.
7. The use of specific sub-contractors 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.

B. Company Background and Experience.

1. Organizational Structure. Describe your organizational structure. Show how your organization will be responsive to the requirements of this RFP, including contact information.

2. Functional Staff and Technical Resources. Describe your organization's financial, staff, and technical resources. Show how those resources support proposed services.

3. Organization Qualification and Experience. Describe your organization's qualifications and experience. If you have experience with PPLD Libraries, describe your current or past relationship. Describe any similar implementations of proposed services performed by your organization.

4. Customer References. Provide a minimum of three (3) references, including name, telephone number and a brief statement describing their association with your company. References from at least three clients of a similar nature (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.

C. *Equipment Requirements*

The following points are the minimum equipment requirements; any exceptions to these minimums must be addressed within the proposer's response.

1. All equipment quoted must be newly manufactured equipment as defined in this RFP.

2. 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 to the District. 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. Significant failure is defined by the District.

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

4. Longer term maintenance and support warranty, if such exists.

D. *Service Requirements*

The following points are the minimum service requirements; any exceptions to these minimums must be addressed within the proposer's response.

All services quoted within a proposer's RFP response must meet the following requirements:

1. Proposer must perform full service support for all copiers listed within a RFP response during normal business hours (Monday through Thursday 9:00 a.m. to 9:00 p.m., Friday & Saturday 10 a.m. to 6 p.m., and Sunday 1 p.m. to 5 p.m.) within the pricing proposed.

2. The proposer or any subcontractors may not set a supply budget for your 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.

3. 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.

4. Proposer must perform all Preventative Maintenance services at the manufacturer's suggested intervals.

5. Proposer must use all Original Equipment Manufacturer's (OEM) parts, OEM equivalent parts or better within the performance of the services listed within this RFP. Used parts will not be accepted within this RFP except as an emergency repair to maintain uptime.

6. All service technicians must be certified to service the equipment proposed, preferably factory trained by the OEM, and be permanently on staff with successful proposer.

7. If the Proposer is unable to make a same day Service Response, the repairs must be completed within the first four (4) hours of the following business day.

8. Proposer must maintain an average uptime of 98%, per copier, per quarter or be penalized per SLA.

9. Proposer must arrive on site or return calls for service via phone or e-mail within four (4) hours.

10. Proposer must provide quarterly electronic (Excel) service reports to PPLD to include at a minimum:

- Equipment ID#, Serial Number, Make, Model and meter reading.
- Date and time of issue resolution.
- End-User Error reported.
- Services performed and parts used.
- Regular Preventative Maintenance services performed.
- Copies between calls on all equipment.
- Average Service Response time.

E. Pricing/cost information.

1. Line-Item Pricing Information. Bidder will provide line-item pricing for all non-recurring costs for recommended hardware and software options.
2. Labor Cost. Provide labor costs for installation and initial configuration.
3. Instrument Installation Pricing. Vendor will provide pricing for instrument installation for PPLD evaluation.
4. Cost Recoupment or Credit. Vendor will identify any opportunities for recouping costs from existing copier fleet either for credit or trade-in.

Table 5. List of Current Inventory Models and Quantity

Make	Model	Number	Units
MFD			
Sharp	MX3100N	16	
Sharp	MX2600N	9	
Sharp	MX6201N	1	
Lexmark	E340	1	
Konica-Minolta	C454e	2	
	Total	29	
Printer			
HP	HP m601	7	
HP	HP CP4025	4	
HP	HP 4250	3	
HP	HP 4200	1	
HP	HP 4015	1	
HP	HP 4014	2	
HP	HP 1606dn	1	
Dell	Dell 3110cn	1	
	Total	20	

5. Service and Supplies Proposed costs must be in the cost per impression. Proposer may include a base number of impressions in order to achieve a lower cost per impression. Any included impressions may not exceed 80% of the average impressions. All included impressions may be used on any machine within the fleet and will be applied against the aggregate fleet usage but may be separated by Color and B&W. Overage rates must be one rate for all machines proposed but may be separated by Color and B&W.

Service pricing must include technician installed parts with the exception of paper, staples and toner.

6. Software Maintenance Costs Maintenance costs shall remain fixed over the course of the agreement. Software maintenance costs shall be inclusive of available software updates and patches.

7. Additional Cost. Proposer must provide yearly or multi-year cost estimates for any recurring costs required by implementation not already included in the current operating environment.

No cost increases in maintenance for the duration of the contract.

Any submission not containing total costs will not be considered. Cost plus, sliding scale or any plan not exclusively fixed and all-inclusive for the term of contract will not be considered.

F. Other Information

1. Quality Assurance. Describe the firm's philosophy for servicing a client and commitment to customer service and quality assurance.

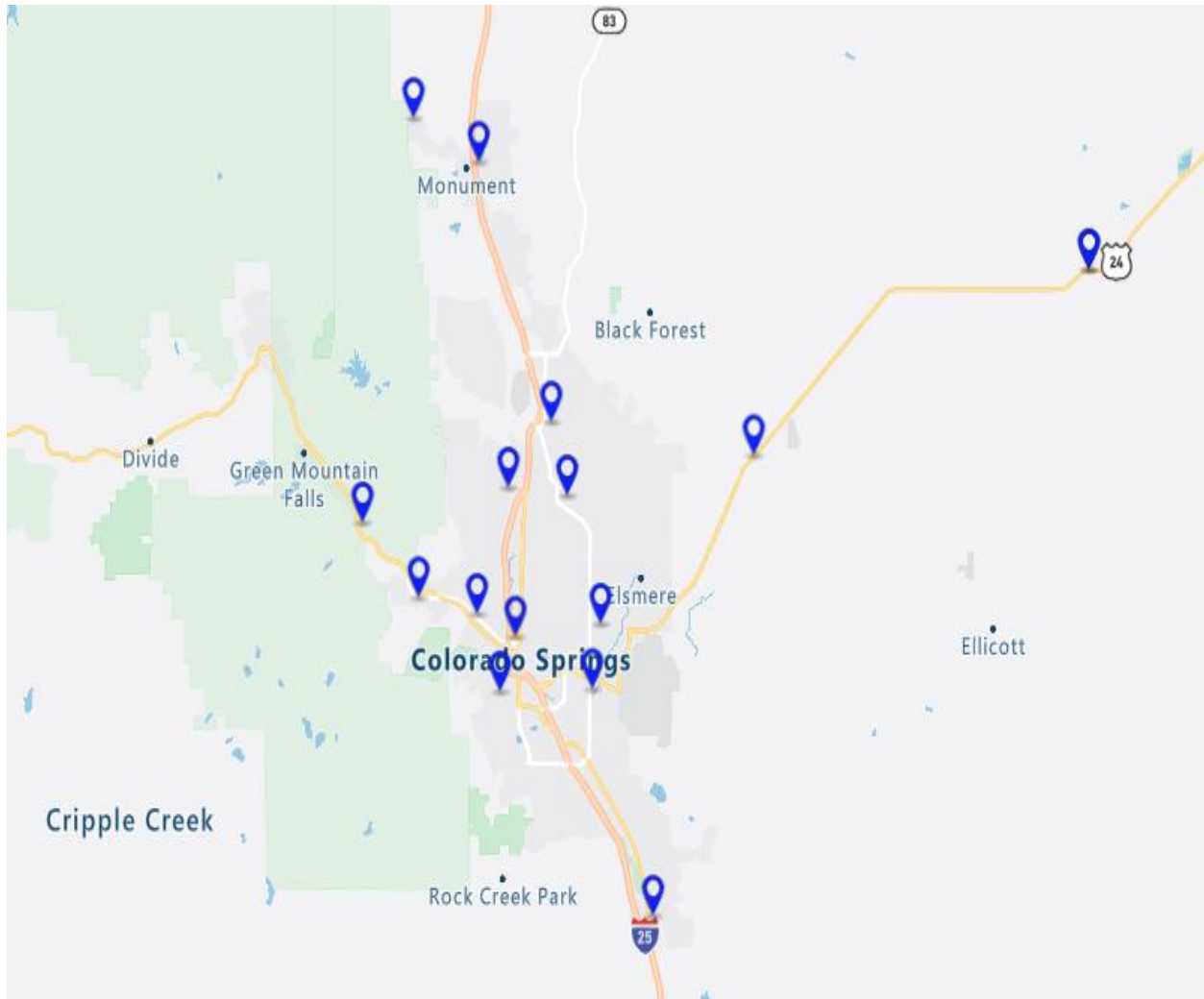
2. Miscellaneous Information. Any other information that bidder wants included for consideration in the selection process.

ATTACHMENT 1

El Paso County Pikes Peak Library District Locations

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

El Paso County Pikes Peak Library District Locations



ADDENDUM A
REQUEST FOR PROPOSAL FOR
Multifunctional Devices and Managed Print Services
Proposal Cover Sheet

I. GENERAL INFORMATION

1. FIRM NAME

2. ADDRESS

3. PHONE

4. FAX

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 the 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 the 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 the PPLD as part of the evaluation.
- f. _____ Evidence of worker compensation insurance, general liability insurance (minimum \$1,000,000.00) and fidelity bonding insurance (minimum \$100,000.00).
- g. _____ 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
REQUEST FOR PROPOSAL FOR MULTI-FUNCTION DEVICES
Checklist

As each proposal must respond to every section of the foregoing request, we include this checklist to help you keep track of requirements/desirables. Please include a completed version of this checklist with your submitted materials.

PROPOSAL REQUIREMENTS - General	
Term	Included
Description of proposed implementation process, including a breakdown of all proposed MFD devices by location (with distinction made between staff, public, and shared use machines and end-of-life identified for all equipment). Please identify any infrastructure changes or additional connectivity required for your proposal.	
Fixed MFD requirements for specific branches	
Removal of existing equipment (must include overwriting/destruction of hard drive)	
Executable Schedule for contract negotiation and implementation of project (see II-A-20 and II-A-21).	
Transition Plan identifying risk to/impact on library operations (including outages and cutover time)	
ALL NEW EQUIPMENT , Original warranties for hardware and software	
All equipment with guaranteed maintenance service life-cycle of no less than 3 years (no proposed equipment should reach end-of-life before a minimum of 3 years, with longer terms preferred)	

REQUIRED FEATURES for MFD DEVICES	
Specification/Feature	Included
Interoperability with TBS Papercut Software	
Black & White and Color copying and printing	
Simplex and duplex copying/printing without staff/operator intervention	
Stapling and hole punch in at minimum staff-use devices	
Patron copies generated after payment	
Staff copies generated after entry of code	
Patron printing released after payment	
Staff printing held in queue until release at machine	
Faxing capabilities (must be at least equivalent to what is currently available)	
Scanning capabilities - must be able to create scan as PDF and JPG (OCR is desirable), should be able to e-mail or store to flash drive, should be available at no cost to patron	
Compatible with PrinterOn (wireless printing service)	
Web Interface minimum features as specified in section II-A-3(a-g)	
All devices capable of 120VAC, 60Hz without dedicated outlets or circuits	
Devices capable of operating at 15 amps or less	
Device able to restore full functionality without manual intervention (power reset allowed as an exception) or reconfiguration of the network	

PROPOSAL REQUIREMENTS – Long Term Support	
Term	Included
Regularly scheduled maintenance	
On-demand repair/support – same day or next day service required	
Must supply consumables/general support supplies	
Initial staff training – including technical support staff	
Refresher staff training	
Initial and continuing supply of all necessary software/hardware for end user usage efficiency, security, usage management, integration with PPLD tech network	
Relocation of all devices as needed or requested	

PROPOSAL REQUIREMENTS – Company Information	
Term	Included
Description of your organizational structure	
Description of your qualifications and past experience with similar contracts/implementations	
Disclosure of any past PPLD relationship	
Description of your quality assurance procedures and proposed response time	
Description of available staff and technical resources to support both initial installation and long-term service	
3 Customer References (must include name, telephone number, and a brief statement describing their association with your company. References from the Colorado Front Range are preferred.)	

DESIRABLES:

Please include in your proposal if you can meet the following specification/feature using the following **assessment or definition**:

Available: The specification or feature is included in proposed solution.

Partial: The specification or feature partially met in proposed solution. Identify what the solutions meet or what the solution does not meet. Provide any explanation as necessary.

Optional: Identify any options in the proposed solution. Explain the option(s), provide costs or any other amplifying information as necessary.

Unavailable: The technical solution provided does not address the specification/feature.

PROPOSAL DESIRABLES	Available	Partial	Optional	Unavailable
Online supply and equipment ordering				
Automated monitoring of installed equipment				
Centralized Fax Server				

This worksheet for proposal from: _____

PRICING ON ADDENDUM C.

Please refer to that document and complete all requested sections.

ADDENDUM C

**REQUEST FOR PROPOSAL FOR
Multifunctional Devices and Managed Print Services
Pricing/Cost Information**

PPLD will not recognize or accept any charges or fees that are not specifically stated in the Pricing/Cost section.

Please include the following pricing information in your proposal:

1. Line Item Breakdown. Pricing for all equipment, software, and service must be quoted.
2. Labor Cost. Provide labor costs for installation and initial configuration.
3. Instrument Installation Pricing. Please provide pricing for instrument installation for PPLD evaluation.
4. Cost Recoupment or Credit. Please identify any opportunities for recouping costs from existing copier fleet either for credit or trade-in.
5. Service and Supplies. Proposed costs must be in cost per impression. Proposal may include a base number of impressions in order to achieve a lower cost per impression. Any included impressions may not exceed 80% of the average impressions. All included impressions may be used on any machine within the fleet and will be applied against the aggregate fleet usage but may be separated by Color and B&W. Overage rates must be one rate for all machines proposed but may be separated by Color and B&W.
6. Service pricing. Must include technician installed parts with the exception of paper, staples and toner.
7. Software maintenance costs. Must remain fixed over the course of the agreement and be inclusive of available software updates and patches.
8. Recurring Costs Yearly Breakdown. Provide yearly or multi-year cost estimates for any recurring costs required by implementation not already included in the current operating environment.

Authorized Signature

Date

ADDENDUM D
REQUEST FOR PROPOSAL FOR
MULTIFUNCTION DEVICES
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 verified or attempted to verify through participation in the Basic Pilot Employment Verification Program (the “Basic Pilot program”) of the U.S. Department of Homeland Security that Contractor does not employ any illegal aliens and, if Contractor is not accepted into the Basic Pilot Program prior to entering into this Agreement, that Contractor shall apply to participate in the Basic Pilot Program every three months until Contractor is accepted or the services under this Agreement have been completed, whichever is earlier. This requirement shall terminate if the Basic Pilot Program is discontinued.

Contractor shall not use Basic Pilot 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 the 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 pursuant to Paragraph 1(b)(iii)(1) 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 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

**ADDITIONAL DOCUMENTATION
REQUEST FOR PROPOSAL FOR
MULTIFUNCTION DEVICES**

The additional documentation referenced herein and further helpful materials are available at <http://www.ppld.org/request-for-proposals>. Please review all documents associated with this RFP at that location.