



REQUEST FOR BIDS

MULTIFUNCTION COPIER / SCANNER / PRINTERS AND MANAGED PRINT SERVICES

**PEASE DEVELOPMENT AUTHORITY
55 INTERNATIONAL DRIVE
PORTSMOUTH, NH 03801**

**REQUEST FOR BIDS FOR MULTIFUNCTION
COPIER/SCANNER/PRINTERS
AND MANAGED PRINT SERVICES**

The Pease Development Authority (PDA) invites bids from qualified, competent, knowledgeable, and experienced multifunction copier/scanner/printer (MFP) lease and managed print service companies that will provide full-service copier/scanner/print equipment and managed print services and administer the duties and responsibilities set forth in this Request for Bids, in compliance with all applicable laws, regulations, policies and procedures. Firms submitting bids must be prepared to immediately enter into a lease agreement (“Agreement”) for the provision of equipment and services and duties as set forth in this Request for Bids.

Issue Date: January 18, 2017

Request for Bids Title: Multifunction Copier/Scanner/Printers (MFP)
and Managed Print Services

Issuing Department: Pease Development Authority
Finance Department
55 International Drive
Portsmouth, NH 03801

Contact: Jessica Patterson
Information Technology Computer System Administrator
603.433.6088
j.patterson@peasedev.org

I. SUBMISSION DEADLINE

Bids will be accepted until **10 a.m. on February 15, 2017**, and each must be submitted in a sealed envelope plainly marked on the outside "**SEALED BID FOR MULTIFUNCTION COPIER/SCANNER/PRINTERS AND MANAGED PRINT SERVICES**".

SEALED RESPONSES MUST BE MAILED OR PHYSICALLY DELIVERED TO:

Pease Development Authority
Finance Department
55 International Drive
Portsmouth, NH 03801

Sealed bids are due by this date and will be publicly opened at that time in PDA's Board of Director's room at the above address. Facsimiles, electronic, or e-mailed bids will NOT be accepted. Bids not received by the specific date and time will be rejected.

**THE PDA RESERVES THE RIGHT TO REJECT ANY AND ALL
BIDS FOR ANY REASON AND TO ACCEPT THE BID WHICH IS IN THE BEST
INTERESTS OF PDA AND TO WAIVE ANY INFORMALITIES**

II. REQUIREMENTS

The selected firm shall lease and provide to the PDA all the necessary equipment and services to fulfill its duties and obligations. Duties and obligations include but are not limited to, provision of the following:

A. Equipment

The PDA requires three MFPs all of which must be capable of printing in color and in black & white.

- The PDA requires one (1) MFP to be located at its administrative office located at 55 International Drive in Portsmouth, NH.
- The PDA requires one (1) MFP to be located at its Division of Ports and Harbors offices located at 555 Market Square in Portsmouth, NH
- The PDA requires one (1) MFP to be located at its Airport Operations offices located at 36 Airline Avenue in Portsmouth, NH.

For a detailed current equipment list, please see Exhibit A.

II. REQUIREMENTS (continued)

B. Minimum Equipment Specifications

- All MFPs must be from the same manufacturer and operate in a manner similar to one another.
- All MFPs shall be capable of producing double-sided prints/copies.
- All MFPs are rated at a speed of 50 prints per minute (ppm).
- All MFPs shall have an automated stapling system, capable of stapling a minimum of 20 sheets of 20 lb. paper.
- All MFPs shall have full offset stacking and finishing (stapling only) capabilities.
- All MFPs shall possess an automated document feeder, dual head scanning and up to 160 originals per minute or comparable.
- All MFPs shall have a bypass tray for the purpose of printing on specialized stock.
- All MFPs shall be capable of enlarging documents in preset increments to a minimum of 200%.
- All MFPs shall be capable of reducing documents in preset increments to a minimum of 64%.
- All MFPs shall have zoom capabilities from 64% to 200%.
- All MFPs shall have the following paper capacity, using standard 20 lb. copy paper:
 - 8 1/2 x 11 paper supply - minimum of 1,000 sheets.
 - 8 1/2 x 14 paper supply - minimum of 500 sheets.
 - 11 x 17 paper supply - minimum of 250 sheets (may be an adjustable tray).
- One of the three paper trays may be adjustable. Vendors may include auxiliary paper trays in order to meet this requirement.
- All MFPs shall have image shift capabilities.
- All MFPs shall be capable of scanning.
- All MFPs shall be capable of faxing. Identify whether or not faxing is an optional feature and delineate all functions of this feature, including a description of its operation (i.e. fax board, fax driver, etc.). If optional, identify all costs (i.e. equipment, software, installation, etc.) and technical requirements necessary to the operation of this feature.

Vendors may provide alternative configurations with a written explanation demonstrating that their bid will meet the PDA's requirements.

II. REQUIREMENTS (continued)

C. Service, Support and Supplies Requirements

Bid should include parts and service to maintain equipment to assure quality copies, prints, scans and reliable faxing.

- Equipment should be replaced, should the need arise, with like equipment at the bidder's expense.
- Contract should include full-service with same day call back and reasonable on-site service scheduling.
- All equipment should remain the property of the bidder.
- Bidder should provide evidence that any service technician is qualified to maintain any equipment.
- Clearly defined plan for the resolution of reoccurring problems.
- Bidder supplies all parts for all service calls.
- Bidder maintains a history of service calls and all services performed.
- Bidder should supply a monthly invoice.
- All service will be performed at a mutually agreed upon time.
- Copier moves due to room changes or building openings or closings should be performed by the bidder at the bidder's expense.
- End-user support
- Management of the print devices
- Technology refreshment of end of life network printers

II. REQUIREMENTS (continued)

D. Special Terms & Conditions

1. Equipment offered must be new, unused, current models.
2. Vendors may be required to provide demonstrations of proposed machines prior to selection of award.
3. The machines shall be delivered, installed and made ready for use by the selected vendor. Lease prices shall include these services:
 - a. The vendor shall coordinate and provide delivery at no additional fee.
 - b. The vendor shall provide end-user training to PDA staff at no additional fee.
4. Multifunction machines will perform to manufacturer's specifications for a minimum of 95% of the time during normal PDA 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 PDA. If Vendor fails to correct the non-performance, the PDA reserves the right to terminate the contract by giving a ten (10) day notice to the Vendor after which no further obligation is due from the PDA.
5. Vendor will provide routine maintenance and repair services for no additional fee.
6. Service will be furnished to the PDA between 8:00 a.m. and 5:00 p.m., Monday through Friday. Only fully trained and qualified technicians shall perform the maintenance on the copiers.
7. Vendors shall include proposed method of managing service calls including:
 - a. Service organization background & qualification
 - b. Method for history of call on each device/logging
 - c. Level of service specifications
 - d. Number of trained technicians for each machine type and size of area served
 - e. Average support call response time
 - f. Location of local office and support dispatch office
8. The PDA will supply paper and staples for the machines. Vendor shall be responsible for supplying toner, drum, fusers, etc. and shall include the cost in the maintenance price.

II. REQUIREMENTS (continued)

D. Special Terms & Conditions (continued)

9. Bids must include prices for copy machine lease and for maintenance (service and supply) cost per copy page. Monthly 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 labor and parts required to maintain the copy machine in good working order and make all necessary adjustments, replacements, and repairs caused by normal wear and tear.
10. The maintenance price will be fixed for the contract term with no price increase.
11. Proposed prices will include all federal, state, and local taxes as applicable.
12. The end-of-contract return of any equipment shall be provided by the vendor and coordinated with the PDA, and shall be at no cost to the PDA. Subject equipment shall be removed no later than 30 days after receiving notification from the PDA.

All bids 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. Other descriptive literature or reports, including award certificates from an independent testing agency, will be accepted in addition to required literature.

III. ADDITIONAL INFORMATION

A. Buyout Requirement

The vendor that is awarded the lease contract will identify and offer to provide copier replacements and/or upgrades with required buying out of the PDA's existing copier financial obligations, if applicable.

Buyout of an existing copier lease, rental, or purchase of a copier owned by the PDA must include the buyout of the related service/maintenance agreement if present. Vendor must indemnify and hold the PDA harmless from any further claims arising out of the existing lease(s), contract(s), or the buyout thereof. Exhibit A outlines the PDA's approximate existing inventory of copiers, printers and fax machines along with appropriate relevant data.

B. Lease Period

The Lease Period shall begin April 1, 2017 and continue for three (3) years. The Lease may be extended for up to one (1) additional 3-year lease period, beginning April 1, 2020. The additional three-year lease extension period shall be exercised at the sole discretion of the PDA.

IV. RESPONDENT QUALIFICATIONS

The PDA will only consider bids from Respondents that:

- Can demonstrate a proven track records of successfully and reliably providing similar services to public and private entities.
- Are not involved in any adverse claims against the PDA and are not delinquent in their financial obligations to the PDA.
- Can demonstrate substantial compliance with this Request.

V. EVALUATION CRITERIA

The following criteria will be used to establish the lowest evaluated bid price:

- Degree of Respondent's ability to fully comply with the Requirements in this Request for Bids.
- Useful life and residual value of the product.
- Advantages of a particular product relative to its weaknesses.
- Frequency of upgrades to the product.
- Time of delivery, performance, and completion.
- Implementation plan.
- Qualification, technical support structure and experience of the Respondent.
- References of performance including such factors as control of costs, quality of work, ability to meet schedules, cooperation, responsiveness, compliance with the requirements, and other considerations
- Other factors determined to be relevant by the PDA.

VI. RESPONSIVENESS OF BIDS

A. Responsiveness

The PDA shall only consider those Bids that conform to the material requirement of the PDA's Request and that are submitted in the format set forth below. A Bid will be considered as conforming and responsive if it substantially addresses and promises to meet the requirements contained in this Request or any future reasonable requests made over the course of the selection process. The PDA may waive any non-conformance that is immaterial and does not prejudice other Respondents.

B. Non-responsiveness

PDA will reject any Bids that materially deviate from the request or that due to any deviation from the Request prejudice other Respondents who's Bids substantially conform to the Request.

C. Respondent Responsibility

The responsibility of Respondents shall be determined on the evaluation of the Respondent and the management team, separate and distinct from the Bid that is submitted.

D. Accuracy of Respondent's Bid

The accuracy of the Respondent's Bid shall be evaluated on the basis of the plan provided as part of the Bid after adjustments that the Selection Committee believes, in its business judgment, should be made to reflect economic or other conditions. Adjustments to the Bidders' plan shall be made based on the basis of qualitative criteria developed by the Selection Committee and objective financial criteria to determine whether Bids are financially feasible.

VII. SELECTION

A. Selection Committee

The Selection Committee shall be comprised of PDA's:

- 1.** Information Technology Computer System Administrator
- 2.** Director of Finance
- 3.** Engineering Manager

B. Selection Process

- 1.** Negotiations of Contractual Terms. After the Selection Committee makes its final determination, the awardee and the PDA will negotiate and execute a final agreement using PDA's contract form prior to the commencement of the work under the Contract. Failure by any Respondent to timely respond or come to terms with the PDA will be cause for a rejection of the Bid.
- 2.** Timeline of Selection, Negotiation and Awards.

Event	To Be Completed By (2017)
Request for Bids Issued and Advertised	January 18
Inquiry Deadline	February 3
Bids Opening	February 15
Interviews, if requested	February 23-24
Successful Bidder Notified	March 10
Finalize Agreements	March 24
First Date of New Contract	April 1

VIII. RESPONDENT QUESTIONS

The PDA shall answer any questions that Respondents may have prior to the Submission Deadline. Respondents should provide their email address and/or fax number to Jessica Patterson Information Technology Computer System Administrator, 603.433.6088, j.patterson@peasedev.org so they receive any answers to questions asked by other Respondents. **All questions must be received by close of business February 3, 2017.**

It is each Respondent's responsibility to read the entire Request for Bids, and to be fully acquainted with the scope of work outlined herein. The failure of the Respondent to do the foregoing does not relieve the Respondent from any obligation with respect to the bid submitted. If any Respondent is in doubt as to the true meaning of any part of the specifications, the Respondent should submit a written request for an interpretation.

IX. BID FORMAT

Bids shall be submitted on standard 8.5 x 11 inch paper with font size no smaller than twelve (12) point. Bids shall consist of one (1) signed original and three (3) copies, submitted in a sealed envelope plainly marked **SEALED BIDS FOR MULTIFUNCTION COPIER/SCANNER/PRINTER/FAX LEASE AND MANAGED PRINT SERVICES- DO NOT OPEN WITH REGULAR MAIL**. Bids shall consist of the following:

- A. A Letter of Transmittal that includes (a) the name of the company, (b) a contact person, (c) the names of individuals authorized to negotiate with the PDA (d) current address (e) telephone number, (f) facsimile number, (g) email address, and (h) the signature of an authorized representative of the Respondent.
- B. A Table of Contents, indicating the page where each section begins.
- C. An Executive Summary, which should include a succinct description of the major features of the bid. The Executive Summary should not exceed three (3) pages in length and fill out Exhibit B.
- D. Ownership Information, which shall identify how the company is owned; 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.
- E. A written plan that clearly identifies the equipment and services proposed and a detailed description of how the Respondent proposes to implement the plan. The plan is not to exceed five (5) pages in length, excluding any exhibits or appendices the Respondent may choose to submit. The plan should address the specifications contained in this document at a detailed level – meaning all requirements set forth in this Request for Bids must have an individual response in the Request for Bids indicating the requirement is (1) met, (2) not met, or (3) met with conditions – including commentary on the specific conditions to meet the requirement.
- F. A minimum of 3 references that PDA can contact for information about Respondent's performance within the past 12 months.

IX. BID FORMAT (continued)

- G.** Optional: The PDA may be interested in Document Management software solutions to help improve document storage and work flow processes. Respondent is encouraged to provide information on any offerings, if available. NOTE: This is optional and will NOT qualify or disqualify any Respondent from an award of a contract for copier/scanner/printer/fax lease and managed print services

X. ADDITIONAL TERMS

- A.** Costs incurred developing bids are to be entirely borne by the Respondents and will not be reimbursed under any circumstances. All supporting documentation and manuals submitted with this bid will become the property of the PDA. All bids and associated documents are public record.
- B.** Insurance.
 - 1.** The successful Respondent shall comply with the laws of the State of New Hampshire relating to workers' compensation insurance coverage and shall carry and keep in force during the performance of this agreement, workers' compensation insurance for its employees. The successful Respondent shall provide proof of workers' compensation insurance to the PDA's General Council each year of the contract.
 - 2.** The Successful Respondent shall carry and keep in full force during the performance of this agreement comprehensive general liability insurance, including public liability insurance and property damage insurance, in the minimum amount one million dollars (\$1,000,000) per claim and two million dollars (\$2,000,000) annual aggregate, with the "Pease Development Authority" named as an additional insured. Said Certificate shall include a Notice of Cancellation clause with notification being sent thirty (30) days before cancellation to: Legal Department, 55 International Drive, Portsmouth, NH 03801. Cancellation of insurance will constitute a default that, if not remedied within the thirty (30) day notification period, shall be cause for termination of the Agreement by the PDA. The successful Respondent shall furnish to the PDA a Certificate of Insurance certifying the type and minimum amounts of insurance. Successful Respondent agrees to maintain liability insurance at all times during the contract period.
 - 3.** The successful Respondent shall require that its subcontractors purchase and maintain insurance in the amounts as required for the primary contractor as outlined above. The successful Respondent shall require each subcontractor to name "PDA and its employees" as additional insured.

X. ADDITIONAL TERMS

- C.** Indemnification from General Liability. The successful Respondent agrees to protect, defend, indemnify and hold harmless the PDA and its elected officials, officers, employees and agents from and against any and all claims, suits, demands or actions arising out of or in connection with any negligent or intentional acts or omissions of successful Respondent and its employees, its officers, agents. The successful Respondent agrees to indemnify the PDA and its elected officials, officers, employees and agents against any judgment (including attorneys' fees), award, or amount paid in settlement, applicable court costs and witness fees arising from such claim, suit, demand or action. In the event that successful Respondent fails to defend the PDA and its elected officials, officers, employees and agents as set forth in this paragraph, such parties shall defend themselves and successful Respondent shall pay all costs for such defense including, but not limited to, judgments, awards, amounts paid in settlement, applicable court costs, witness fees and attorneys' fees. The respective rights and obligation of the parties under this paragraph shall survive the expiration or termination of this Agreement for any reason.

ATTACHMENT A - Current Equipment

	Executive	Airport Operations	Ports and Harbor
Make	Konica	Konica	Konica
Model	284C	X224E	C284E
Serial #	4FK011006037	5C4011010138	A5C2011005443
Lease Amount	\$826.00	\$376.00	\$463.00
Date Started	01/01/2013	03/01/2014	12/08/2013
Date End	01/01/2016	03/01/2017	12/08/2016
Accessories	Single Pass DF, Large Capacity Tray and Stapling floor finisher	DK- 510 Plan Base. FS-533 Inner Stapler Finisher	DF-701 Single Pass Dual Scan DF. FS- 534 50 Sheet Stapling Finisher. DK- 510 Plain Base
Average Month Usage- Black and White	4,884	2,610	3,987
Average Month Usage- Color	4,982	1,236	2,158

Exhibit B- Price Bid (With \$1.00 Buyout Option)

LOCATION	55 International Dr.	36 Airline Ave	555 Market Street
LEASE AMOUNT			
Make and Model Number of Proposed Machine			
Lease Amount / Per Month (Copies not included)			
MAINTENANCE COSTS			
Price Per Page- Black and White Copies			
Price Per Page- Color Copies			

Submitted By: _____
(Firm Name)
(Representative)

Signature: _____

Print Name and Title: _____

Date: _____

Company Address: _____

Phone Number: _____

Fax Number: _____

Email Address: _____