



# **REQUEST FOR PROPOSALS**

  

## **MULTIFUNCTION COPIER / SCANNER / PRINTERS AND MANAGED PRINT SERVICES**

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

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

The Pease Development Authority (PDA) invites proposals 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 Proposal ("RFP"), in compliance with all applicable laws, regulations, policies and procedures. Firms submitting proposals 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 RFP.

Issue Date: August 15, 2023

RFP Title: Multifunction Copier/Scanner/Printers ("MFP")  
and Managed Print Services

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

Contact: IT Director  
603.433.6088  
[bids@peasedev.org](mailto:bids@peasedev.org)

## **I. SUBMISSION DEADLINE**

Proposals will be accepted until **10 a.m. on September 7, 2023**, 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  
IT 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 proposals will NOT be accepted. Bid proposals not received by the specific date and time will be rejected.

**THE PDA RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS FOR ANY REASON.**

## **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 four (4) MFP all of which must be capable of printing in color and in black & white.

- The PDA requires two (2) MFP to be located at its administrative office located at 55 International Drive in Portsmouth, NH. Replacement date: November 8, 2023.
- 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. Replacement date: November 8, 2023.
- The PDA requires one (1) MFP to be located at its Airport Operations offices located at 36 Airline Avenue in Portsmouth, NH. Replacement date: November 8, 2023.

## II. REQUIREMENTS (continued)

### B. Minimum Equipment Specifications

- All MFP must be from the same manufacturer and operate in a manner similar to one another.
- All MFP shall be capable of producing double-sided prints/copies.
- All MFP are rated at a speed of 50 prints per minute (ppm) and faster are required to have the capability of printing on stock ranging from 20 lb. Bond to 110 lb. index, on sizes letter (8 1/2 x 11), legal (8 1/2 x 14) and ledger (11 x 17).
- All MFP shall have an automated stapling system, capable of stapling a minimum of 20 sheets of 20 lb. paper.
- All MFP shall have full offset stacking and finishing (stapling only) capabilities.
- All MFP shall possess an automated document feeder, dual head scanning and up to 160 originals per minute.
- All MFP shall have a bypass tray for the purpose of printing on specialized stock.
- All MFP shall be capable of enlarging documents in preset increments to a minimum of 200%.
- All MFP shall be capable of reducing documents in preset increments to a minimum of 64%.
- All MFP shall have zoom capabilities from 64% to 200%.
- All MFP 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 MFP shall have image shift capabilities.

## **II. REQUIREMENTS** (continued)

### **B. Minimum Equipment Specifications** (continued)

- All MFP shall be capable of scanning. Identify whether or not scanning is an optional feature and delineate all functions of this feature. If optional, identify all costs (i.e. equipment, software, installation, etc.) and technical requirements necessary to the operation of this feature. Identify all formats available.
- All MFP 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 proposal will meet the PDA's requirements.

### **C. Service, Support and Supplies Requirements**

Proposal 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

#### **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 4:00 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.

9. Proposals 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 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. 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.

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. Contract Period**

The Contract Period shall begin November 8, 2023 and continue for three (3) years. The Contract may be extended for up to two (2) additional one-year contract periods. The additional one-year contract extension periods shall be exercised at the sole discretion of the PDA.

### **IV. RESPONDENT QUALIFICATIONS**

The PDA will only consider proposals 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 RFP.
- 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.
- Ability to provide the required equipment and services and fulfill the minimum specifications

## **V. EVALUATION CRITERIA** (continued)

- 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 PROPOSALS**

### **A. Responsiveness**

The PDA shall only consider those Proposals that conform to the material requirement of the PDA's Request and that are submitted in the Proposal Format set forth below. A Proposal 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 Proposals that materially deviate from the request or that due to any deviation from the Request prejudice other Respondents who's Proposals 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 proposal that is submitted.

### **D. Accuracy of Respondent's Proposal**

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

## **VII. SELECTION**

### **A. Selection Committee**

The Selection Committee shall be comprised of:

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

### **B. Selection Process**

- 1.** Initial Selection Process. Respondents whose proposals are acceptable in form and substance will be selected to be included on a short list of potential awardees if, in the Selection Committee’s business judgment, they meet the minimum qualifications.
- 2.** Interviews. The PDA reserves the right to conduct interviews of Respondents included on the short list of potential awardees. The PDA will contact the designated Respondent's representative to schedule an interview date and time. Interviews are anticipated to occur September 20-21, 2023. Respondents are expected to be available at that time.
- 3.** Negotiations of Contractual Terms. After the Selection Committee makes its final determination, the awardee and the PDA will negotiate and execute a final agreement 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 Proposal.
- 4.** Timeline of Selection, Negotiation and Awards.

Event	To Be Completed By (2023)
RFP Issued and Advertised on PDA	August 15
Inquiry Deadline	August 28
Proposals/Bid Opening	September 7
Interviews	September 20-21
Successful Bidder Notified	October 9
Finalize Agreements	October 30
First Date of New Contract	November 8

## 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 the IT Director, 603.433.6088, and bids@peasedev.org so they receive any answers to questions asked by other Respondents. All questions must be received by close of business August 28, 2023.

It is each Respondent's responsibility to read the entire RFP, 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 proposal 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. PROPOSAL FORMAT

Proposals shall be submitted on standard 8.5 x 11 inch paper with font size no smaller than twelve (12) point. Proposals shall consist of one (1) signed original and three (3) copies, submitted in a sealed envelope plainly marked **SEALED BID FOR MFP/FAX LEASE AND MANAGED PRINT SERVICES- DO NOT OPEN WITH REGULAR MAIL**. Proposals 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
- 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 RFP must have an individual response in the RFP 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. PROPOSAL 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 bid proposals 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 proposal will become the property of the PDA. All bid proposals 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 three million dollars (\$3,000,000) 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: Beth Demaine, 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.
- D.** Occupational License Required. The successful Respondent shall obtain and maintain during the life of the contract, an occupational license to do business from the PDA's Finance Department prior to formal award of the contract.

**ATTACHMENT A - Current Equipment**

	<b>Executive</b>	<b>Airport Operations</b>	<b>Ports and Harbor</b>	<b>Legal &amp; Engineering</b>
Make	KYOCERA	KYOCERA	KYOCERA	KYOCERA
Model	5053ci	5053ci	5053ci	5002i
Lease Amount	167.10	167.10	167.10	189.00
Insurance	-	-	\$30.05	
Accessories	Single Pass DF, Large Capacity Tray and Stapling floor finisher. fax	Single Pass DF, Large Capacity Tray and Stapling floor finisher. fax	Single Pass DF, Large Capacity Tray and Stapling floor finisher. fax	Single Pass DF, Large Capacity Tray and Stapling floor finisher.
Average Month Usage- Black and White	2550	1000	2585	2500
Average Month Usage- Color	5910	1125	2930	N/A

**ATTACHMENT B- Price Proposal (With \$1.00 Buyout Option)**

<b>LEASE AMOUNT</b>			
<b>Make and Model Number of Proposed Machine</b>			
<b>Lease Amount / Per Month (Copies not included)</b>			
<b>MAINTENANCE COSTS</b>			
<b>Price Per Page- Black and White Copies</b>			
<b>Price Per Page- Color Copies</b>			

**Submitted By:** \_\_\_\_\_  
**(Firm Name)**

**Signature:** \_\_\_\_\_

**Print Name and Title:** \_\_\_\_\_

**Company Address:** \_\_\_\_\_  
 \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Fax Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_