



REQUEST FOR PROPOSALS

Multi-Functional Device and Network Printers Cost per Copy Program

ROWAN COUNTY

130 West Innes Street
Salisbury, NC 28144

704-216-8174

david.sifford@rowancountync.gov

Date Issued: Wednesday, March 2, 2016

Date Due: Thursday, March 31, 2016 at 5:00 pm EST

Administered by: David Sifford, Purchasing Agent

Request for Proposals

**Multi-Functional Device and Network Printers Cost per Copy Program
For
Rowan County, Salisbury North Carolina**

The purpose of this Request for Proposals (RFP) is to obtain pricing for and select a vendor to provide a cost per copy program for Rowan County. The vendor shall provide the County with a multi function device (MFD) and network printer solution based on a fixed price per copy countywide.

The County is requesting pricing for a 48 month term to include a mix of B&W and Color MFD devices and B&W and Color Network Printers. The County may elect to extend the term for an additional two (2) years after the initial term expires. The awarded vendor shall provide additional equipment as needed and update or replace equipment as requested by the County during the term of the contract at the same rate or lower and within the same term as the original contract.

The vendor will propose to the County the model and number of multi-function (MFD) and print devices needed, per department, based on current inventory/volume. Spreadsheets for these have been included as:

Attachment A for all MFDs including departments, locations, equipment model numbers, and the prior monthly usage as well as any lifetime counts where available.

Attachment B for all Printers including departments, locations, equipment model numbers, and the prior monthly usage as well as any lifetime counts where available.

The vendor will be responsible for implementing the correct size machine, delivery, set-up, assembly, check-out, service, operator training and the necessary operating manuals.

The County prefers not to use stand alone printers and faxes as a multi-function device solution. However, we recognize there are some locations that will need a designated network printer and have included our current list included those network printers.

The contract will be awarded to the vendor deemed to have submitted the best overall proposal on the basis of the factors included in the RFP. The County may cancel the RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. The award document will be a contract incorporating by reference all the requirements, items and conditions of the RFP.

The RFP is made up of the following documents:

1. This Request for Proposal document
2. Attachment A: Multifunction Devices currently in service for Rowan County
3. Attachment B: Printers currently in service for Rowan County

I. Procurement Process

A. Timetable

The County expects to undertake the selection process according to the following schedule. Please note that dates are approximate and are subject to change.

Release of RFP	March 2, 2016
Deadline for Questions	Wednesday, March 23, 2016 at 5:00 PM
RFP Due Date	Thursday, March 31, 2016 at 5:00 PM
Interview Dates, if Needed	Week of April 4 - 8, 2016
Anticipated Award Date	April 18, 2016

B. Interpretations and Clarifications

Requests for information or clarification of this RFP must be made in writing and addressed to David Sifford at the address, fax, or e-mail address listed below, with e-mail being the preferred method of communication. Please reference the RFP page and topic.

David Sifford
Rowan County
130 West Innes Street
Salisbury, NC 28144
Phone (704) 216-8174 Fax: (704) 216-8110
E-mail: david.sifford@rowancountync.gov

The answers to questions submitted that require a response will be available to all vendors in the form of an addendum via e-mail or on the Rowan County Purchasing and Bidding page:

C. Submission of RFP

1. One (1) original and one (1) electronic file of the proposal shall be submitted by **Thursday, March 31, 2016 by 5:00 p.m.** to:

David M. Sifford, Purchasing Agent
Rowan County Finance Department
130 West Innes Street, Suite 110
Salisbury, NC 28144

2. **Proposals should be clearly marked "RFP--Cost Per Copy Program."**
3. When received, all proposals and supporting materials, as well as correspondence relating to the RFP, shall become the property of the County. **Proposals sent by fax or email will not be accepted.**
4. As allowed under NCGS 143.129.8, proposals will not be made available to inspect or copy until the contract has been awarded.

5. In submitting a proposal, it is understood by the vendor that Rowan County reserves the right to accept any proposal, to reject any and all proposals and to waive any irregularities or informalities in proposals when to do so is in the best interest of Rowan County.
6. Any proposal may be withdrawn or modified by written request of the vendor, provided such request is received by the County at the designated address **prior** to the date and time set for receipt of proposals.
7. If a proposal includes any propriety data or information, such data or information must be specifically identified as such **on every page** on which it is found. Data or information so identified will remain confidential to the extent allowed by North Carolina law pursuant to GS 132-1.2 and will be used by Rowan County personnel solely for the purposes of evaluating proposals and conducting contract negotiations.
8. All proposing firms or individuals shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejection of the proposal. However, Rowan County reserves the right to change the conditions, requirements and specifications as it deems necessary.
9. No proposals will be accepted from any person or organization that is in arrears for any obligation to Rowan County, or that otherwise may be deemed irresponsible or unresponsive by county staff or the Rowan County Board of Commissioners.
10. All prices quoted must be firm for a period of 90 (ninety) days following the proposal deadline.
11. The cost of preparing a response to the RFP will not be reimbursed by the County.
12. All proposals should include all necessary brochures of proposed equipment.
13. No agreements with any selected vendor shall be binding until a contract is signed and executed by the County Manager and authorized representatives of the vendor.

D. Proposal Content

Proposals should contain the following information:

1. Cover letter presenting the vendor's understanding of the project, a summary of the approach to be undertaken to perform the services, as well as a summary of the costs to provide the services. It should be signed by an individual authorized to execute binding legal documents on behalf of the vendor and include the name, address, telephone number and fax number of the vendor along with the name, title, address, telephone and fax numbers of the executive that has the authority to contract and the Company Point of Contact with the county.
2. The vendor shall submit an executive summary, which shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a

summary of the proposed services. The summary should also highlight aspects of the proposal which make it superior or unique in addressing the needs of the county.

3. Vendor shall provide a concise description of the company, including origin, state of incorporation, background, and current size. Include information concerning experience with similar Cost per Copy or Multi-Function Device and Network Printer projects. In addition, please describe why you feel that your services, from a technical and functional perspective, are the best fit for the county.
4. Provide sample Color with B&W prints on plain paper at standard settings for a business document, a brochure or newsletter, and a photograph. In addition you may optionally provide these on a bond of paper of your choosing to demonstrate the printing capabilities of your proposed devices.
5. Describe how your organization shall fulfill the county's requirements for a program designed to meet the current and future needs.
 - a. Define each model of machine proposed including:
 - Manufacturer
 - Model
 - Minimum number of impressions per month acceptable to keep machine in place
 - Maximum number of impressions per month for this machine
 - Picture of the proposed device
 - b. Describe how changes to the contract including machine additions and deletions would be handled administratively and operationally.
 - c. Identify the page count. What is one "tic", what is more than one?
 - d. Describe the approach your company will take to training end users on the equipment.
 - e. Describe the approach your company will take to implement the equipment across the county.
 - f. Describe the approach your company will take for supplies replenishment.
 - g. Describe the approach your company will take to resolve service issues with equipment under the contract.
 - h. Describe how your scanning solution will work.
 - i. Describe how your faxing solution will work.
 - j. Describe how your network printing solution will work.
 - k. Describe your tools for managing the devices and how the Local Government Point of Contact and IT personnel could utilize these tools.

- I. Describe the security features of the products you are proposing in relationship to denying access to the County's network for each of the functions it performs.

E. Pricing

The county is requesting a fixed cost per copy price contract for both black & white and for color copies. All supplies except for paper should be included in the fixed cost per copy price. The vendor may also submit an alternate solution based on the department information spreadsheet.

Requirements:

1. Upgrades and requested options shall be specifically identified the first month of the addition to the County invoice
2. No third party leasing or billing will be acceptable.
3. All additions later in the contract term will be at the same price, term and conditions of the original award.
4. The vendor must identify in the proposal all occasions when charges are not covered by the contract and present a proposed range of charges.
5. The vendor may not increase the cost per copy rate at any time during the contract. However, the vendor may at any time evaluate the usage and offer a lower rate or lower the rate based on technology standard.

II. THE SELECTION PROCESS

A. Award of Contract

Upon review of proposals, the county will select a single vendor to provide the services sought within the content of this RFP. Pursuant to G.S. 143-129.8, the county will award a contract to the vendor that submits the best overall proposal, as determined by the county. Negotiations may be undertaken with the vendor whose proposal is the best overall and whose understanding, qualifications, experience, technical approach, and financial terms show them to be qualified, responsible and capable of providing the services.

The contract awarded as a result of this RFP will be selected based on the most advantageous to the county and that best meets the needs of Rowan County. The contract will not necessarily be awarded to the respondent with the lowest overall cost proposal or lowest overall cost per copy.

B. Selection Criteria

1. Proposals will be evaluated and scored by a committee consisting of information technology personnel and finance personnel on the basis of the following criteria, which will be accorded equal weight:
 - a. Suitability of proposed items for purpose intended.

- b. Ability of vendor and willingness of vendor to modify equipment and processes as needed based on the County's system needs.
 - c. Ability of vendor to meet the time schedule of the project. Preference will be given to proposals demonstrating an ability to carry out the tasks and responsibilities outlined in the proposal in a prompt and efficient manner.
 - d. Vendor record or performance and integrity. Preference will be given to respondents demonstrating strong capabilities, experience and reputation in undertakings similar to those described in this RFP.
 - e. Vendor's service record. Preference will be given to respondents demonstrating the ability to respond to maintenance and service tasks and responsibilities outlined in the proposal in a prompt and efficient manner. Proposals should outline the respondent's specific responsibilities for installation, operation, maintenance and repair of equipment and systems following installation and should demonstrate the ability of the respondent to provide service on both a routine and an emergency basis.
 - f. Overall response to the proposal.
- 2. The evaluation committee may conduct interviews with the finalists to clarify information provided in the proposals. Vendors will be notified if an interview is desired.
 - 3. Following the criteria listed in G.S. 143-129.8 and 143-135.9, the county will make a final selection based on the evaluation committee's recommendation and such other factors as the county deems to be in its best interest, which factors shall be recorded.

III. SCOPE OF WORK

The county wishes to take advantage of advances in technology for print devices and multi-function machines. The vendor should consider user-friendly functionality, supplies replenishment, and equipment service as critical components of the RFP. Multi-function devices will be right-sized as deemed appropriate by the County Point of Contact and the Vendor during the term of the contract.

Enterprise-wide licenses for any software or hardware required to perform copy, print, scan and fax functions must be included in your pricing structure so that all county employees can utilize the devices without additional software costs. It is expected that all multi-function devices will be connected to the respective networks and that all employees will utilize them. Any software or hardware necessary for all employees, approximately 750, to utilize all aspects of the equipment must be included in your proposal.

If your solution requires any additional servers or computer hardware, it must be included in your proposal and pricing structure and should be clearly identified as additional equipment required for your solution. In addition, Rowan County utilizes Windows Print Servers, so any solution requiring specific servers would undergo compatibility testing within our Windows and Citrix XenApp infrastructure.

Department count volumes given in this RFP are approximate; no minimum number of impressions per machine or for the total contract is implied or guaranteed. Historical volumes are offered to aid in the forecasting of equipment needs and the cost of fulfilling the contract.

The county will provide electrical service and network wiring for equipment installed. If the county requests a change in equipment requiring changes in electrical outlets, the cost to perform the electrical work of network connection will be the responsibility and expense of the county.

In situations where a surface does not exist to sit a non-floor standing MFD or printer the vendor will supply a sturdy and suitable cabinet/table for the purpose of providing that surface for the MFD or printer to sit upon bringing the device to a comfortable and useable height. This would be limited only to network attached MFD's or printers.

It is essential that the vendor understand the needs of the county departments will change over the contract period. The successful vendor must reflect a plan for moving and changing equipment to meet these changing needs as they occur without additional cost for the services provided. The county must have the ability to add or delete machines from the contract and modify machine requirements as our internal needs change over time.

The vendor is solely responsible for maintaining and servicing all equipment installed at the county and seeing that all features of the machine are in working order at all times during the term of the contract with the County.

The awarded vendor shall be responsible for replacing the present equipment with minimal disruption to County operations.

A. Multi-Function Devices

1. Proposals that give the county flexibility in changing machine size and requirements easily and without additional cost during the term of the contract will be given priority.
2. All machines installed during the first 12 months of the contract period must be new machines and all machines are to be current retail models and digital with the latest technology. A "new" machine is defined as newly assembled for first-time use with new components and manufactured within six months of the date of the contract award. No factory-refurbished machines will be accepted. The only exception to the above stipulation is that in the event the current vendor is awarded the new contract, the County reserves the right to either have all units removed or to consider leaving in place any new units installed (12) twelve or fewer months.
3. Additional machines will be added as required by the County during the term of the contract. Should the County approve used machines at any point in the term of the contract, the County may request a record of service for each used machine. Machines with a history of maintenance problems will not be accepted.
4. The title (ownership) of each machine will remain with the awarded vendor and never be passed on to Rowan County. In addition, Rowan County will not be responsible for any taxes other than applicable sales taxes.

5. All equipment proposed must have a meter or other device to measure impressions that will be able to be accessed for easy reading. In addition, the user must be able to separate the meter monthly counts by department, account code, and B&W and color usage. The equipment console display must signal the user of the need for paper, toner, developer, or of the occurrence of paper jams and/or misfeeds. Controls should also include exposure adjustments for print quality.
6. Upon the contract award, it will be the vendor's responsibility to ensure that the equipment proposed for each location is capable of fitting into the space provided, and the voltage supply and electrical plug are adequate for the machines being proposed. Changes of electrical outlets or the addition of network connections will be coordinated with the County Point of Contact as needed at the expense of the county. The vendor will not be required to supply a multi-function device or network printer to any location that the County does not approve a network connection.
7. As equipment reaches the end of their useful life the Vendor shall remove and dispose of all existing devices owned by the County at its own expense. The disposition of equipment shall conform to all local, state and federal environmental regulations. Local storage devices on MFDs and network printers are to be destroyed or data is to be wiped using DOD approved methods. Provide a certified report detailing, by serial number the copier disposal service performed, within 30 days from the date of disposal request.

B. Device Supplies

1. The vendor will be responsible for providing any and all supplies, including but not limited to: toner, staples, repair parts, and maintenance for all equipment in this RFP and any additional equipment added to the contract by subsequent addendums, with the exception of paper. All parts supplied by the vendor will be Original Equipment Manufacturer (OEM) for the term of the contract, no generic parts will be allowed. The vendor will be responsible for keeping an adequate stock of supplies and repair parts so that no county department has an unreasonable delay in productivity without requiring a formal request from the County.
2. County departments can be serviced on an as-needed basis with no department waiting longer than three (3) days for supplies replenishment after notifying the vendor of low supply volume. It is acceptable for the vendor to supply the departments with extra supplies, if space is available, so that it will not be necessary to service on a daily basis.
3. Power cords, surge protectors (if required), network connection cords and any other required cords or connection devices, must be provided for each multi-function machine by the vendor. Rowan County will supply Cat5e network cables to the wall jack and infrastructure wiring back to any IDF and MDFs.

C. Scanning

1. All multi-function devices under the contract will have the ability to scan documents in TIFF, JPEG and PDF formats.
2. Single-pass duplex scanning via ADF will be preferable.

3. It is expected that all multi-function devices, regardless of model, will have the ability to scan documents at a minimum of 600 x 600 dpi.
4. It is expected that all multi-function devices will have the ability to connect to the county's e-mail system user listing via Active Directory and scan to e-mail using any of the file formats listed above.
5. It is expected that all multi-function devices will be able to scan to network file shares accessible via DFS and appropriate credentials.
6. Scanning functions should be configurable from the network and all devices should include a software package that allows for device management. The ability to scan in color, even from a monochrome-printing multi-function device is preferred.
7. The vendor must include any software or hardware needed to complete the proposed scanning services in their proposal as part of the standard pricing program.

D. Faxing

1. The county would like to have multi-function devices that are capable of sending faxes via a network connection over VoIP, or the County's RightFax solution. Use of analog lines for fax transmission and reception is discouraged and should be a last resort.
2. Software necessary to send or receive faxes will be integrated into the print driver with direct RightFax integration or SMTP to Email Gateway options preferable.
3. All outbound faxing will be provided at no cost to the county. All inbound faxing resulting in a printed impression and any printed fax confirmation page will be an impression for purposes of invoicing under the contract. Each vendor must include any software or hardware needed to complete the proposed fax services in their proposal as part of the standard pricing program.
4. The multi-function machine must have a secure fax solution, meaning that it cannot be used by unauthorized individuals to gain access to documents or to the county's network. Please document how the multi-function devices in your proposal are protected from this type of intrusion. Also, please document any security risks.

E. Network Printing from MFDs and Network Printers

1. Each multi-function machine must be able to print documents at a minimum of 600 dpi.
2. All network printing to multi-function devices must be invoiced to a specific department by use of account code set up.
3. This system should work with our existing Windows 2008R2 and Windows 2012 R2 64-bit print server with a minimal set of drivers to encompass all proposed makes and model of MFDs and network printers. Windows certified universal print drivers that help reduce the overall count of unique drivers loaded on the print server will be preferable.

F. Department Charges

Each device must support the ability to program access codes for the purpose of distributing monthly cost at the County level. This capability must be available for both copy and print items. This will not be required for lowest tier network printers and may be relaxed on the lowest tier multi-function devices. The ability to associate access codes to Active Directory groups or users will be preferable.

G. Paper

1. All multi-function devices and print devices must have the ability of effectively utilize 20 lb. xerographic bond paper and a range of other paper of various weight and finishes, **including recycled paper** with at least thirty percent (30%) post consumer fiber.
2. Machines must have the ability to accommodate card stock and envelopes with printing through a bypass tray if needed.
3. No equipment may be proposed which requires special or coated paper.

H. Addition of MFDs and Network Printers During Installation

Every attempt as been made to identify and correctly determine the need of all County departments; however, machines will likely be missed during the preparation of this RFP. The vendor must allow equipment to be added to the contract without any change in the cost-per-impresion. Also, some departments may wish to upgrade the equipment they have been assigned in this RFP and must be allowed to do so. No machine upgrade will be allowed to take place without the approval of the County Point of Contact.

I. Machine Service

1. The vendor must devise and clearly explain a procedure for service and maintenance for all machines. Vendor will devise and clearly explain a Service Call System that will benefit the County and work within the vendor's capabilities. The Service Call System must provide the following at a minimum:
 - a. The selected contractor will have the ability to monitor manage and optimize the County's total print output environment, end to end, regardless of copier/printer brand. Proactively identify and solve potential printing problems and replenish supplies before employees are affected.
 - b. Provide a mechanism for just-in-time delivery of consumable products. Note, paper will be purchased directly by the County and is not considered a consumable in this solicitation.
 - c. Remote diagnosis and remote correction of printer errors (when possible).
 - d. Alert to the contractor to send a service technician based on the type and severity of the error code by printing device.

- e. Continuously monitor the County's printing environment and use ongoing process improvements to save the County time and money.
 - f. The program which the contractor uses to monitor the County's fleet may not, at any time, record or retain any information on any document that is being printed.
 - g. Each department will notify the vendor directly when an issue arises.
 - h. The Information Systems department will check for network and server related problems that could be affecting the device and if no issues are found will contact the vendor.
 - i. The vendor must have at a minimum a service response program that is available from 8:00AM to 5:00PM Monday through Friday. All calls to the vendor placed between 8:00AM to 5:00PM M-F must be answered immediately by a representative of the vendor.
 - j. The County service response shall at minimum include a phone call within one hour and a technician on site within four (4) hours from the initial Call for Service.
 - k. If the service technician cannot repair the machine at the initial service call, a sign must be affixed to the machine giving a date and time the machine will be back in service.
 - l. All service calls must be tracked and updated in a computerized Service Call System (SCS) preferably accessed by the County Point of Contact via a website over the internet. The SCS must be able to generate reports for service history by machine. The SCS must be able to report in hours how long each machine experienced downtime per call and must be able to give a total number of hours downtime by machine per month. The SCS must be capable of reporting problems by machine on a monthly basis. The SCS must be kept up to date at all times during the contract with accurate information about each machines location, service history, identification number, and machine features.
 - m. The vendor must address how to cover service for departments that operate with additional business hours and have after hour emergencies (extended hours sites: Rowan Public Library and Landfill) (24x7 sites: Sheriff's Department, Emergency Operations, and 911).
2. A Service Technician shall be employed by the vendor with adequate training and available time to service the County's needs. A back-up Service Technician must be in place at all times during the contract, at no additional cost to the County, in case of illness or other reasons the assigned Service Technician is not available to meet the needs of the County.

J. Replacement of Faulty Machines

Once a copier or printer has been distinguished as a faulty machine or after five service calls for the same problem within a three (3) week period, the machine shall be replaced at the discretion of the County Point of Contact with the same or superior model.

IV. INSURANCE REQUIREMENTS

- A. Vendor shall maintain insurance from companies licensed to write business in North Carolina, with an A.M. Best rating of "A" or higher, and acceptable to County, of the kinds and minimum amounts specified below.

Certificates and Notice of Cancellation. Before commencing work under this contract, Contractor shall furnish County with certificates of all insurance required below. Certificates shall indicate the type, amount, class of operations covered, effective date and expiration date of all policies, and shall contain the following statement:

"The insurance covered by this certificate will not be canceled or materially altered, **except after thirty (30) days written notice** has been received by County".

The Certificate of Insurance, naming Rowan County as an additional insured on Contractor's Commercial General Liability and Auto Liability Policies, shall be further evidenced by an actual endorsement furnished to the County from the insurer within thirty (30) days of the signing of the contract between the Contractor and the County.

1. Workers Compensation and Employers Liability Insurance. Covering all of the Contractor's employees to be engaged in the work under this contract, providing the required statutory benefits under North Carolina Workers Compensation Law, and employers liability insurance providing limits at least in the amount of \$100,000/500,000/100,000 applicable to claims due to bodily injury by accident or disease.
2. Commercial General Liability. Including coverage for independent contractor operations, contractual liability assumed under the provisions of this contract, products/completed operations liability and broad form property damage liability insurance coverage. The policy shall provide liability limits at least in the amount of \$1,000,000 per occurrence, combined single limits, applicable to claims due to bodily injury and/or property damage. **Rowan County shall be named as an additional insured under this policy.**
3. Automobile Liability Insurance. Covering all owned, non-owned and hired vehicles, providing liability limits at least in the amount of \$1,000,000 per occurrence combined single limits applicable to claims due to bodily injury and/or property damage.

B. Indemnify the County

Contractor agrees to protect, defend, indemnify and hold the County, and its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, recoveries, costs, charges, and other expenses or liability of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and character in connection with or arising directly or indirectly out of this agreement and or the performance hereof. Contractor further agrees to investigate, handle, respond to and provide defense for any such claim at his sole expense.

C. Termination of Contract

The County reserves the right to cancel the contract by giving a sixty day written notice. This is in addition to a fiscal year end cancellation caused by lack of funding. Any cancellation as described herein will not be considered a breach of contract and will not be subject to penalty payments other than removal charges. Provided, however, the County shall not exercise any termination without cause within the initial 12 months of final contract execution.

V. RECOMMENDED MINIMUM DEVICE SPECIFICATIONS

B&W/Color MFD and Network Printers:

Original Copy Size:	Refer to Attachments A and B for sizing requirements. Some MFDs and Network Printers may require 11x17 or D-Size printing, scanning and copying.
Image:	Zoom feature for reduction/enlargement, lighten/darken
Finisher:	See specific copier/printer
Duplex:	All MFDs and network printers must have automatic feed with duplex two-sided copying ability
Power:	110 – 120 volt, 220 volt where applicable
Meter Capacity:	Meter operation
Console stand:	Included where applicable

Required Features:

1. All units must be network capable for print, copy, fax and scan. Scanning options shall not create an impression charge. No additional hardware will be required for faxing, scanning, copying or printing.
2. Printer language must be PCL 5e and PCL 6 and compatible with Postscript level II and III.
3. Must have Graphical User Interface (GUI) access through the web to allow for monitoring copier functions such as viewing paper supply, toner supply, staples supply, copiers status, and online reading of meters.
4. Must be able to scan images to e-mail and network file shares.
5. All units must meet ISO 15408 Security Standards.

Other Features for Consideration:

1. Additional storage, if available, must be encrypted and only readable by that device.
2. Secure Print with at device release for confidential printing.
3. Secure (SMTPS) is preferable for scan to email functionality.

4. Networked device must be capable of obtaining a DHCP address with a reservation in addition to manually configured IP network settings.
5. Some multifunction devices will be connected to an AS/400 and may have print jobs directed through Brooksnet RPM.
6. Please indicate if your solution allows for a centralized AirPrint solution along with any application drivers for Mac devices.
7. Finishers - possible requirements: 10 bin, 20 bin, Stapling, Hole punch, Large capacity paper trays, Convenience stapler, Pamphlet Folder.

Color Multi-Functional Devices and Color Network Printers:

With the increased demand for full color copying and printing, some departments have requested access to color copying. These units will be used by departments to accommodate their current need for black and white copying, printing, faxing, and scanning as well as for full color output. The County will attempt to strategically locate several machines to share between departments. There are a couple of locations recommended for a designated color capable copier. The monthly impression charge for full color copies and prints will be billed based on the color copy count for that machine. The County must be able to separate the B&W and Color count per machine and department code. The B&W impression charge must be the same as all other monochrome devices.

Specific items for consideration:

MICR Network Printers

Rowan County utilizes Tyler MUNIS and has specific requirements for MICR check printers as follows:

1. PLEASE NOTE: Tyler MUNIS does not support HP printers that have been modified with TROY brand or any other 3rd party MICR security features for check printing.

Recommended TylerForms Check Printers:

- HPLJ 3015x HPLJ M606dn*
- HPLJ M604dn* HPLJ M606x*
- HPLJ M605dn* HPLJ806dn*

* HPLJ M604dn, HPLJ M605dn or M606dn models will need an additional input tray.

Local Desktop USB Printer Option

Attachment B includes an estimate of Rowan County’s local desktop USB-attached printers. Vendor may provide an option to include local printers as part of the overall cost-per-page option. If this option is applied and it impacts the overall color or B&W cost per page, please note the cost difference if this option is chosen.

VI. ADMINISTRATIVE REQUIREMENTS

1. Vendor must provide a single designated account manager to work with Rowan County as a point of contact who will have full authority over the contract, equipment and personnel who will be assigned to Rowan County. This individual should have experience in the copier business with a background in service, sales and management. Also, include the number of additional personnel and their responsibilities who will be assigned exclusively to the Rowan County.
2. The vendor must provide one invoice in an Excel spreadsheet emailed to the appointed County Contact. The monthly invoice will include all cost associated with the monthly cycle counts from departments. The invoice shall at minimum include:
 - a. Invoice number
 - b. Bill date
 - c. Department name and Location
 - d. Machine serial number and ID number
 - e. Machine make/model
 - f. Current meter reading
 - g. Previous meter reading
 - h. B/W volume for month
 - i. Color volume for month
 - j. Service copy counts performed by vendor (applied as credit)
 - k. Total month volume
 - l. Dollar amount for each machine
 - m. Total of all machines
 - n. Account codes
3. The vendor will be required to obtain monthly or quarterly copy counts for each copier. An electronic invoice will be submitted on a monthly/quarterly basis, in arrears, for the actual number of copies produced. Invoices will contain the following information at a minimum: Department name/location, copier identification number, copier model, beginning copy count, ending copy count, number of service copies made, number of copies produced by copier, amount being charged for each copier, total number of copies for all copiers, and total amount being charged.

REQUEST FOR PROPOSALS BID SHEET

RFP – Cost per Copy Program

DUE DATE: March 31, 2016

Bid furnished by: _____

Address: _____

Telephone #: _____ Fax #: _____

Website Address: _____

Tax ID# _____

I (we) have carefully examined the Bid Information, reviewed the Bid Specifications, and all Addenda and therefore furnish the bid proposal as shown below.

BID PROPOSAL:

(48) Forty-eight month contract

Price Per Copy Black & White: \$ _____ \$ _____

Price Per Copy Full Color: \$ _____ \$ _____

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Name of Point of Contact dedicated to Rowan County:

Name Phone Number

Additional personnel and responsibilities who will be dedicated to Rowan County:

Name	Responsibility
_____	_____
_____	_____
_____	_____
_____	_____

References for whom you have done business in the last (3) three years (preferred consideration for County/City entities):

Name of Contact	Company	Phone Number

Date of Bid Proposal: _____

By: _____
Authorized signature

Printed Name: _____

Title: _____

Address: _____

Phone: _____

Fax: _____

E-mail: _____

Attachment A - MFDs

Location	Make	Model	Features	PPM Tier	Sizing	Current Responsibility	Last 30	Last 30	Last 30	Last 30	Last 30	Last 30	Lifetime Mono	Lifetime Color
							Days Total Pages	Days Color Pages	Days Mono Pages	Days Copied Pages	Days Printed Pages	Days Scanned Pages		
Health Department - Family Health	Toshiba	e-STUDIO167	B&W	10-19	Workgroup	Vendor	2749		2749	1143	1605	0	232181	
Landfill	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	320		320				29016	
Social Services - Peach Hall	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	952		952	168	784	7	618361	
Social Services - Peach Hall	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	2418		2418	340	2078	319	495466	
Social Services - Legal	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	8926		8926	5389	3537	48	747747	
Social Services - Light Blue Hall	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	6672		6672	2979	3641	220	0	611340
Environmental Management	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	82		82	81	1	0	0	28638
Emergency Services - EMS Station 88	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	497		497	191	306	12	227899	
Health Department - Social Workers	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	2628		2628	420	2208	411	256491	
Health Department - WIC	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	5312		5312	3171	2141	68	555896	
Health Department - Nurse's Station	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	7806		7806	4104	2856	140	686	475712
Parks - Dan Nicholas - Concessions	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	570		570	541	29	33	0	121703
Sheriff's Office - Records	Toshiba	e-STUDIO232	B&W	20-29	Departmental	Vendor	5161		5161	2541	2619	686	475252	
Social Services - Alex's Office	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	2367			293	2074	21		
Social Services	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	4798			352	4446	0		
Social Services - Light Green Hall	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	9606			1006	8600	591		
Social Services - Purple Hall	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	9747			1489	8258	373		
Social Services - Red Hall	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	5896			3369	2527	196		
Emergency Services - EMS Station 82	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	171			53	118	23	0	
Emergency Services - EMS Station 83	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	277			1	276	37	0	
Emergency Services - EMS Station 84	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	207			26	181	11	0	
Emergency Services - EMS Station 85	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	586			63	520	19	0	
Emergency Services - EMS Station 86	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	141			25	116	15	0	
Detention Center - Booking	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	6406			6126	280	445		
Detention Center - Administration	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	1279			339	940	319		
Sheriff's Office - Rockwell PD	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	1052			848	204	79	0	
Rowan Transit - Downstairs	Toshiba	e-STUDIO233	B&W	20-29	Departmental	Vendor	8353		8353				575459	
Social Services - Food Stamp Reception	Toshiba	e-STUDIO255	B&W	20-29	Departmental	Vendor	3296		3296	1188	2108	0	157847	
Telecommunications - Comm Center	Toshiba	e-STUDIO256	B&W	20-29	Departmental	Vendor	2782		2782	244	2484	157	41	118571
Animal Shelter	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	1797		1797	227	1552	22	4	120020
Social Services - Blue Hall	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	14122		14122	13817	305	5	1338807	
Social Services - Hallway	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	6245		6245	315	5928	51	0	609578
Social Services - File Room 1253	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	8929		8929	241	8688	5018		874380
Social Services	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	7767		7767	3137	4605	235	0	651981
Social Services - Yellow Hall	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	3607		3607	611	2993	19	0	1058166
Social Services - Front Reception	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	13521		13521	9162	4351	13	0	1323783
Social Services - Back of Building	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	6229		6229	1093	5136	10	0	594971
Social Services - Light Green Hall	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	3987		3987	1064	2923	66		465166
Emergency Services - Crew's Office	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	514		514	61	453	29		122237
Health Department - Registration	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	3613		3613	1776	1387	5	358	318401
Register of Deeds - Main Office	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	3236		3236	773	2452	247		394297
Tax Assessor - Main Office	Toshiba	e-STUDIO352	B&W	30-39	Departmental	Vendor	3134		3134	1808	1152	30	146	548448
Social Services - Red Hall	Toshiba	e-STUDIO353	B&W	30-39	Departmental	Vendor	8526		8526	1900	6626	89		906129
Sheriff's Office Landis - Main Office	Toshiba	e-STUDIO353	B&W	30-39	Departmental	Vendor	5248		5248	1072	4176	2		223895
Sheriff's Office - Patrol	Toshiba	e-STUDIO355	B&W	30-39	Departmental	Vendor	5501		5501	2007	3486	869	7	303839
Social Services - CPS File Room	Toshiba	e-STUDIO356	B&W	30-39	Departmental	Vendor	321		321	56	265	13	0	162426
Health Department - Client Payments	Lexmark	XM1145	B&W	40-49	Departmental	Vendor	8117		8117	414	7703	384		21392
Board of Elections - Main Office	Toshiba	e-STUDIO452	B&W	40-49	Departmental	Vendor	2024		2024	65	1959	0		285021
Social Services - Orange Hall	Toshiba	e-STUDIO452	B&W	40-49	Departmental	Vendor	5671		5671	1745	3926	38		889749
Social Services	Toshiba	e-STUDIO452	B&W	40-49	Departmental	Vendor	5843		5843	2190	3653	3		942964
Social Services - Green Hall	Toshiba	e-STUDIO452	B&W	40-49	Departmental	Vendor	3038		3038	1018	1999	87	0	936217
Social Services - Courthouse	Toshiba	e-STUDIO452	B&W	40-49	Departmental	Vendor	13941		13941	12678	1263	0		979798
Emergency Services - Kitchen Area	Toshiba	e-STUDIO452	B&W	40-49	Departmental	Vendor	1721		1721	323	1392	898	0	283929
Social Services - CPS Reception	Toshiba	e-STUDIO453	B&W	40-49	Departmental	Vendor	9598		9598	2749	6574	2761	0	675206
Cooperative Extension	Toshiba	e-STUDIO600T	B&W	60-69	Departmental	Vendor	4961			4961				589463
Finance - Main Hall	Toshiba	e-STUDIO656	B&W	60-69	Departmental	Vendor	23412		23412	8689	14723	1133		365655
Board of Elections - Main Office	Toshiba	e-STUDIO720	B&W	70-79	Departmental	Vendor	11477		11477	966	10511	206		451855

Facilities Management - Joni's Office	Toshiba	e-STUDIO2330C	B&W, Color	20-29	Departmental	Vendor	784	44	740	162	607	119	15	69192	3678
Tax Assessor - Business Office	Toshiba	e-STUDIO2330C	B&W, Color	20-29	Departmental	Vendor	4651	601	4050	1221	3400	380	0	182076	30971
Social Services - Pink Hall	Toshiba	e-STUDIO2555C	B&W, Color	20-29	Departmental	Vendor	16071	1547	14524	4834	11237	767		52334	6057
Cooperative Extension	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	2952	960	1992	2952				132454	130141
Soil and Water Office	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	400	20	400					38443	6475
Animal Shelter - Main	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	4881	2171	2710	1563	3317	398	0	442640	35970
Board of Elections - Inner Office	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	14738	96	14642	5626	9074	2	35	207392	30295
County Manager's Office - Clerk's Office	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	640	27	613	160	480	139		110755	8909
Social Services - Purple Hall	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	5196	600	4596	1254	3926	473	0	352677	83532
Environmental Health - Main Office	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	2182	440	1742	985	1148	217	44	173828	17168
Finance - Basement	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	3826	643	3183	1462	2357	341	5	474005	18078
Health Department - Dental	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	1526	62	1464	646	879	7	0	101992	11709
Library - Main - History Room	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	944	178	766	404	422	167		86199	11964
Library - Main - Children's Area	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	2954	1303	1651	226	2728	67	0	194029	75160
Library - Main - Tech Services	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	3618	1771	1847	334	2942	673		255623	103154
Library - East - Staff	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	1001	186	815	292	562	47	10	91433	10603
Library - East - Children's Area	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	1342	392	950	333	1009	12		240552	84803
Library - South - Staff Area	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	3045	711	2334	782	2263	28	0	196247	67423
Parks - Dan Nicholas - Administration	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	1909	117	1792	990	914	308	0	231156	10406
Pretrial Services - Janet's Office	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	54	1	53	21	33	0	0	58638	11159
Sheriff's Office - CID	Toshiba	e-STUDIO281c	B&W, Color	20-29	Departmental	Vendor	4493	472	4021	1043	3450	3918		416044	62945
Detention Center	Lexmark	X748	B&W, Color	30-39	Departmental	Vendor	353	241	112	134	219	123		886	1601
Building Inspections - Main Office	Toshiba	e-STUDIO2830C	B&W, Color	30-39	Departmental	Vendor	3544	342	3202	1458	1796	1421	243	256162	18086
Human Resources - Kitchen	Toshiba	e-STUDIO2830C	B&W, Color	30-39	Departmental	Vendor	8465	2268	6197	4246	3720	1075	459	526504	112982
Register of Deeds - Front Counter	Toshiba	e-STUDIO2830C	B&W, Color	30-39	Departmental	Vendor	1984	315	1669	819	1165	44		129080	23999
Parks - Dan Nicholas - Gem Mine	Toshiba	e-STUDIO287CS	B&W, Color	30-39	Departmental	Vendor	36	7	29	15	21	0		1478	253
Health Department - Allied Health	Toshiba	e-STUDIO3040C	B&W, Color	30-39	Departmental	Vendor	4460	2893	1567	502	3952	434		54742	42958
Detention Center - Annex - Medical	Toshiba	e-STUDIO3040C	B&W, Color	30-39	Departmental	Vendor	3627	47	3580	1505	2114	87	0	187208	3162
Parks - Ellis - Special Populations	Toshiba	e-STUDIO3040C	B&W, Color	30-39	Departmental	Vendor	11370	1111	10259	10381	971	133	12	138052	67345
Rowan Transit - Upstairs	Toshiba	e-STUDIO3040C	B&W, Color	30-39	Departmental	Vendor	2184	541	1643	467	1717	301	0	161663	10791
Sheriff's Office - SIU	Toshiba	e-STUDIO3040C	B&W, Color	30-39	Departmental	Vendor	1219	252	967	295	924	169		66789	20602
Tax Assessor - Barbara's Office	Toshiba	e-STUDIO3040C	B&W, Color	30-39	Departmental	Vendor	7627	1504	6123	3028	4599	0		115977	18276
Animal Shelter - Cat Wing	Toshiba	e-STUDIO3055C	B&W, Color	30-39	Departmental	Vendor	27	10	17	0	27			67	35
Social Services	Toshiba	e-STUDIO3055C	B&W, Color	30-39	Departmental	Vendor	3333	444	2889	926	2407	3		48353	5275
Telecommunications - Office Area	Toshiba	e-STUDIO3055C	B&W, Color	30-39	Departmental	Vendor	1316	270	1046	439	877	156		35321	4694
Health Department - Administration	Toshiba	e-STUDIO3055C	B&W, Color	30-39	Departmental	Vendor	8056	1063	6993	2974	4442	1823	562	53602	9553
Information Systems - Break Area	Toshiba	e-STUDIO3055C	B&W, Color	30-39	Departmental	Vendor	2036	227	1809	587	1449	491	0	4493	881
West End Plaza - Admin Office	Toshiba	e-STUDIO347CS	B&W, Color	30-39	Departmental	Vendor	240	44	196	114	126	85		5856	791
Tax Assessor - Appraisers Office	Toshiba	e-STUDIO347CS	B&W, Color	30-39	Departmental	Vendor	2940	520	2420	58	2882			27875	2702
Airport - Administration	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	1862	227	1635	702	1140	249	12	154214	5756
County Manager's Office - Workroom	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	1584	286	1298	284	1286	386	13	222494	38314
Environmental Management - Reception Area	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	2010	43	1967	1099	911	323	0	206626	4731
Emergency Services - Training Office	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	1549	384	1165	645	904	387		211808	141064
Health Department - Supervisors Office	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	3234	1285	1949	457	2777	226		333658	83213
Library Main - Administration	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	3667	1466	2200	740	8728	563		248485	31136
Planning - Office	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	1980	267	1713	800	1180	95		224000	59790
Shariff's Office - Administration	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	3566	201	3365	1210	2356	1756		316656	36787
Tax Assessor - Revaluation	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	3838	691	3147	355	3483	86		929221	92082
Veterans Services - Main Office	Toshiba	e-STUDIO351c	B&W, Color	30-39	Departmental	Vendor	3144	266	2878	1243	1749	679	0	434597	13128
Tax Collector - Main Office	Toshiba	e-STUDIO3555C	B&W, Color	30-39	Departmental	Vendor	3082	698	2384	1140	1862	313	44	120993	12315
Tax Assessor - Mapping	Toshiba	e-STUDIO3540C	B&W, Color	40-49	Departmental	Vendor	3750	769	2981	1366	2384	114		107604	22440
Sheriff's Office Landis - Main Office	Toshiba	e-STUDIO451c	B&W, Color	40-49	Departmental	Vendor	11231	307	10924	1934	9059	403	220	668611	20040
Social Services - Administration	Toshiba	e-STUDIO4540C	B&W, Color	40-49	Departmental	Vendor	6256	627	5629	2017	4236	578	0	253670	20717
Tax Assessor - Mapping	Xerox	6204 Wide Format	D-Size, B&W Scanner	5-10	Departmental	County	29		29					10245	
Register of Deeds - Large Format	Aficio	Aficio MP W3601	D-Size, Color Scanner	5-10	Departmental	County	101	0	101	92	9	0		875	0

