



Request for Proposal

for

Jacobs & Cushman San Diego Food Bank

9850 Distribution Ave.

San Diego, CA 92121

Project:

Multi-function digital copiers/printers

Release Date: 12/16/2015

OVERVIEW

The Jacobs & Cushman San Diego Food Bank is soliciting Request for Proposals (“RFP”) from experienced vendors to provide multi-function digital copiers/printers with related maintenance and support services. **Vendors must submit their proposal in a sealed envelope via mail or personal delivery to the Jacobs & Cushman San Diego Food Bank no later than 2:00 PM on January 8, 2015.** The Jacobs & Cushman San Diego Food Bank will not accept oral or electronically transmitted proposals. Proposals not received by the specified date and time will be rejected. Sealed envelope must be plainly marked: **SEALED BID FOR MULTIFUNCTION DIGITAL COPIERS/PRINTERS – DO NOT OPEN WITH REGULAR MAIL.**

Proposal must be submitted to:
Jacobs & Cushman San Diego Food Bank
Attn: Karina Guzman
9850 Distribution Ave.
San Diego, CA 92121

INTRODUCTION

The Jacobs & Cushman San Diego Food Bank (hereinafter referred to as the CLIENT) is seeking qualified bidders (hereinafter referred to as the SUPPLIER) to provide digital imaging devices, service, supplies and software that support the organization’s current and long-term document imaging requirements. Client’s objective is to establish, *under strict budgetary constraints*, a primary source relationship with ONE SUPPLIER providing the most competitive and comprehensive response to the criteria and requirements identified herein. We are, therefore, soliciting bids from Suppliers for products and services as specified in this bid.

This bid defines the Client’s requirements and establishes a basis for the assessment of Supplier responses. Your response should include detailed plans for implementation and specify all associated costs. The clarity and precision of your response will be an important factor in our evaluation process.

Suppliers shall present a bid that represents a complete and binding offer.

General Questions for Supplier

- How long have you been in business? Please describe your company, and your coverage area.
- What kind of warranty / service coverage do you provide?
- What assurances / guarantees do you provide for replacement of defective / problematic equipment?
- What are the terms of your service agreement?
- How many technicians do you have? How many in San Diego?
- Where is your Call Center / Help Desk / Service Center?

- Where is your warehouse for parts and supplies? Local or in another state?
- How much (\$) in Parts, Supplies, or Inventory do you stock in your warehouse?
- Do you have a team of Specialists / Analysts who can help with more complex service or network issues?
- What kind of support can we expect over the length of our partnership?

General Requirements for Equipment

Client is soliciting bids from responsible Suppliers to serve as the basis for establishing a fixed-price cost-per-impression (includes hardware, service and all supplies except paper) lease contract between Client and the successful Supplier. Toner is also a part of this contract, and should not be priced separately. All copiers as part of this bid will be digitally connected with print and scanning capabilities, additionally some but not all will need faxing capabilities. Scanning capabilities shall consist of scanning to file and scanning to e-mail. Additionally, the successful Supplier shall provide software to track copy, print and scanning events by location and account number.

Suppliers shall use Appendix I of this RFP to familiarize themselves with Client's current printing services/equipment/averages/specifications. Suppliers shall base their proposal off of information provided.

A. Unless otherwise specified all digital copiers/printers shall meet the following requirements:

1. All digital copiers/printers shall be capable of producing double-sided prints/copies.
2. All digital copiers/printers shall have PIN codes and /or mailbox secured access for users.
3. All digital copiers/printers shall have the ability for a network connection using Ethernet TCP/IP protocol.
4. All digital copiers/printers shall be capable of scanning to email and SMB file shares.
5. All digital copiers/printers must be from the same manufacturer and operate in a manner similar to one another.
6. All digital copiers/printers rated at a speed of 41+ 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 ½ x 11), legal (8 ½ x 14) and (some) tabloid (11x 17).
7. All digital copiers/printers shall have an automated stapling system, capable of stapling a minimum of 30 sheets of 20 lb. paper.
8. All digital copiers/printers shall have full offset stacking and finishing (stapling only) capabilities.

9. All digital copiers/printers shall possess an automated document feeder, with a minimum capacity of 50 sheets of 20 lb. bond paper.
10. All digital copiers/printers shall have a bypass tray for the purpose of printing on specialized stock.
11. All digital copiers/printers shall be capable of enlarging documents in preset increments to a minimum of 200%.
12. All digital copiers/printers shall be capable of reducing documents in preset increments to a minimum of 64%.
13. All digital copiers/printers shall have zoom capabilities from 64% to 200%.
14. All digital copiers/printers shall have the following paper capacity, using standard 20 lb. copy paper:
 - a. 8 ½ x 11 paper supply - minimum of 1,000 sheets.
 - b. 8 ½ x 14 paper supply - minimum of 500 sheets.
 - c. (optional) 11 x 17 paper supply - minimum of 250 sheets (may be an adjustable tray).
 - d. Two of the four paper trays may be adjustable. Vendors may include auxiliary paper trays in order to meet this requirement.
15. All digital copiers/printers shall have image shift capabilities.
16. All digital copiers/printers shall be operational as a “walk-up” digital copier, whether on the Client network or not.
17. All digital copiers/printers shall have PIN code and/or mailbox secured access for users.
18. All digital copiers/printers shall have programmable cost center/accounting meters, with a minimum of 25 separate cost centers/meters; vendor to specify the number of digits accommodated per accounting code.
19. All digital copiers/printers 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 (e.g. PDF, MS Word, MS PowerPoint, etc.)
20. Some digital copiers/printers 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.

21. (Optional) Some digital copiers/printers shall be capable of saddle stitching. Identify whether or not saddle stitching 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.

Suppliers may provide alternative configurations with a written explanation demonstrating that their proposal will meet the Client's requirements.

B. Required Services

1. Client requires managed print services for 5 said machines in this RFP. The managed print services program must consist of at least the following components:

- a. Consumable supplies
- b. Fix/Repair and maintenance services
- c. End-user support
- d. Management of the print devices
- e. Technology refreshment of end of life network printers

2. Client requires "just-in-time" inventory management of all consumable supplies including end-user replacement components for all output devices defined within this RFP. This covers all printers including any printers replaced by selected vendor as part of the contract.

- a. Supplier is responsible for delivery of supplies to point of need
- b. Supply expectations:
 - i. Black and white toner may not be off brand and must be OEM. No substitutes will be accepted.
 - ii. Color toner must be OEM. No substitutes will be accepted.
 - iii. Unlimited toner.
 - iv. Consumable supplies must meet original equipment manufacturers specifications.
 - v. Consumable supplies must not exceed 0.5% failure rate.
 - vi. Supplier assumes all responsibility for hardware performance due to consumable supplies.
 - vii. Covers all multifunction devices and network printers included in RFP.
 - viii. Supplier retains ownership of all consumables inventory.
 - ix. Down time due to lack of consumable supplies is not acceptable.

3. Client requires the supplier to be responsible for all toner, fix/repair, maintenance and/or replacement of all output devices included in contract resulting from this RFP.

- a. Covers all network printers as required post consolidation of existing footprint.
- b. Hardware must meet specifications and minimum uptime requirements.
- c. Preventative Maintenance Schedules planned and completed according to manufacturers' recommended service schedules
- d. Exclusive utilization of OEM parts and supplies.

- e. Minimum service response expectations:
 - i. Supplier shall respond to a request for maintenance within three (3) hours
 - ii. Maintenance and repair calls must be performed within twenty-four (24) hours of request for service.
 - iii. The maximum allowable downtime for any one piece of equipment is forty-eight (48) hours.
 - iv. Supplier assumes all responsibility for hardware performance due to service parts and components.
 - v. Supplier will assume responsibility for disposal of and recycling of all service parts.
 - vi. Supplier will supply Client with a call completion notification in electronic or handwritten format.

4. Client requires end-user help desk support for all users on all printers covered by a contract resulting from this RFP. Specifically:

- a. Provide a single point of contact for Client staff
- b. Unlimited phone support on all initial service calls during normal business hours, 8:00 A.M. to 5:00 P.M. PST, Monday through Friday with the exception of statutory holidays.
- c. Unlimited network support during normal business hours, 8:00 A.M. to 5:00 P.M. PST, Monday through Friday with the exception of statutory holidays.
- d. Unlimited customer training

C. Management and Reporting Requirements

1. Client requires the following management and reporting processes from the selected vendor for ALL multifunction copier/scanner/printer/fax and printers that are part of a resulting contract.

- a. Electronic monitoring of all output devices.
- b. Maintaining service records to report individual device performance.
- c. Access to electronic monthly usage reports per device.
- d. Monthly electronically generated status reports communicating equipment issues to the VP, Finance & Administration/CFO.
- e. Ability to measure and manage output at a job, user, department, or building level.
- f. Ability to allocate cost by job, user, department.
- g. Ability to manage user access and workflows.
- h. Managed fleet optimization.
- i. Additional features available that have been proven to reduce paper and print waste. (i.e.: scan to print/walk up printing, etc.)

D. Special Terms & Conditions

- 1. Equipment offered **must be new**, unused, current models.
- 2. Suppliers 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 supplier. Lease prices shall include these services:

- a. The supplier shall coordinate and provide delivery at no additional fee.
- b. The supplier shall provide end-user training to Client staff at no additional fee.
- c. The supplier shall provide refresher end-user training to Client staff at no additional fee at Client's request, no more than twice a year, and no less than once a year.

4. Multifunction machines will perform to manufacturer's specifications for a minimum of 95% of the time during normal Client 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 Client. If Supplier fails to correct the non-performance, the Client reserves the right to terminate the contract by giving a ten (10) day notice to the Supplier after which no further obligation is due from the Client.

5. Supplier will provide routine maintenance and repair services for no additional fee.

6. Service will be furnished to the Client 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. **Please provide list of technicians and years of experience with the specific vendor in the RFP response.**

7. Supplier 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. Client will supply paper for the machines. Supplier shall be responsible for supplying toner, staples, drum, fusers, etc. and shall include the cost in the maintenance price. All parts and supplies must be Original Equipment Manufacturer (OEM).

9. Proposals must include prices for copy machine lease, maintenance(service and supply), cost per copy page (color and B/W). Monthly costs will be based on machine usage and will be billed in arrears; **no minimum number of copies will be specified.** Supplier 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 Supplier and coordinated with the Client, **and shall be at no cost to the Client**. Subject equipment shall be removed no later than 30 days after receiving notification from the Client.

13. 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. Contract Period.

The Contract Period shall begin February 1, 2016 and continue for three (3) years. The Contract may be extended for up to three (3) additional one-year contract periods, beginning in 2019. The additional one-year contract extension periods shall be exercised at the sole discretion of the Client.

B. Independent Contractor's Status

Supplier shall at all times during the term of the contract perform the services described as an independent contractor, and hereby waives any claims for any compensation or benefits afforded to Client's employees.

C. Timeline of RFP Process:

RFP Issued and Advertised on Client Website	December 16, 2015
Question Deadline – 12 PM	December 28, 2015
Questions answered in form of Addendum	December 30, 2015
RFP Submission Deadline – 2 PM	January 8, 2015
Interviews/Presentations	January 11-15, 2016
Successful Bidder Notified	January 15, 2016
Finalize Agreements	January 21, 2016
First Date of New Contract	February 1, 2016

IV. SUPPLIER QUESTIONS

Client shall answer any questions that Suppliers may have prior to the RFP Submission Deadline. Questions must be submitted by December 28, 2015 at 12:00 PM. Questions will be answered in form of an addendum by December 30, 2015. Questions about this RFP can be submitted to Karina Guzman at kguzman@sandiegofoodbank.org.

V. 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.

Proposals shall consist of the following:

1. 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 Client (d) current address (e) telephone number, (f) facsimile number, (g) email address, and (h) the signature of an authorized representative of the Supplier.
2. A Table of Contents, indicating the page where each section begins.
3. 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.
4. 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. Supplier's answers to "General Questions" from pages 2-3 of this RFP.
5. A written plan that clearly identifies the equipment and services proposed and a detailed description of how the Supplier proposes to implement the plan. The plan is not to exceed five (5) pages in length, excluding any exhibits or appendices the Supplier 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.
6. A minimum of 3 references that the Client can contact for information about Supplier's performance within the past 12 months.

X. ADDITIONAL TERMS

1. Costs incurred developing bid proposals are to be entirely borne by the Suppliers and will not be reimbursed under any circumstances. All supporting documentation and manuals submitted with this bid proposal will become the property of the Client. All bid proposals and associated documents are public record.

XI. PUBLIC INFORMATION NOTICE

All proposals submitted to the Client will be kept in confidence by the Selection Committee and shall be used solely for the purpose of evaluating the proposal for a possible award. The Client retains the right to provide copies provided by Suppliers to its staff, legal, technical and financial advisors and representatives. Supplier should take care not to provide any confidential information, trade secrets or other intellectual property, that they do not want Client staff to receive.



Appendix I- Current Situation

Location	Model	Amount	Avg. monthly B&W	Avg. Monthly Color	Core Functions	Trays	Paper Sizes	Color/B&W	Type	PPM	Options	Interface
Warehouse	Sharp MXB402	1	1,500	0	Copy Scan Print	4	Letter (8.5 x 11") Legal (8.5 x 14")	B&W	Stand Alone	40 +	Staple	Network
Downstairs Mailroom	Sharp MXC402SC	1	5,000	700	Copy Scan Print Fax	4	Letter (8.5 x 11") Legal (8.5 x 14")	Color/B&W	Stand Alone	40 +	Staple	Network
Upstairs Development	Sharp MX4110N	1	3,500	2,000	Copy Scan Print	4	Letter (8.5 x 11") Legal (8.5 x 14") Tabloid (11 x 17")	Color/B&W	Stand Alone	41/51 B&W/ Color	Staple	Network
Upstairs Finance	Sharp MXC402SC	1	3,300	2,000	Copy Scan Print Fax	4	Letter (8.5 x 11") Legal (8.5 x 14")	Color/B&W	Stand Alone	40 +	Staple	Network
Upstairs Programs	Sharp MX4111N	1	10,000	5,500	Copy Scan Print	4	Letter (8.5 x 11") Legal (8.5 x 14") Tabloid (11 x 17")	Color/B&W	Stand Alone	41/51 B&W/ Color	Staple	Network