

## TABLE OF CONTENTS

- I. Introduction
- II. General Requirements
- III. Background
- IV. Copier Usage History
- V. Technical Requirements and Specifications
- VI. Customer Services Expectations
- VII. Pricing Scenarios
- VIII. Volume Purchasing Agreements
- IX. Installation, Inspection and Acceptance
- X. Billing
- XI. Data to be submitted with Proposal
- XII. Evaluation and Selection Process
- XIII. Term of Agreement
- XIV. RFP Submission Requirements
- XV. RFP Schedule
- XVI. Proposer's Questions regarding RFP
- XVII. Instructions for Submittal of RFP
- XVIII. City Contract Requirements

### I. INTRODUCTION

The City of West Hollywood leases copiers for its copying and reproduction services. Currently, the City is leasing 13 copiers; 8 at City Hall, 3 at our Parks, 1 at our Maintenance Yard, and 1 at our City Hall West Location.

This Request for Proposals (RFP) is released with the goal of finding a service provider that can meet the challenges of a dynamic organization providing reliable equipment and outstanding customer service. In addition, the selected service provider shall be able to provide technical assistance and expertise on industry best practices related to copying and reproduction services.

Responses to this RFP shall contain a detailed set of recommendations on equipment that best meets the needs of the City of West Hollywood as described in the Technical Requirements and Service and Usage History sections of this RFP.

After the proposal submission deadline, no oral, telephonic or telegraphic proposal or modification of proposal will be considered. Individuals serving in the capacity of spokesperson or representative for the party submitting a proposal shall not communicate, meet or discuss any aspect of the evaluation, consideration and decision-

making process of this RFP with any City employee, City Council member, or City appointed official. Failure to comply with this provision will result in automatic disqualification from the RFP process.

All proposals submitted to the City shall become the exclusive property of the City. When the RFP process is complete, all proposals shall become a matter of public record subject to disclosure, with the exception of those elements of the proposal that are identified by the proposer as business or trade secrets and are marked "Confidential" or "Proprietary" and determined to be exempt from disclosure under the Public Records Act.

The City of West Hollywood retains the right to reject any and all proposals with cause, regardless of the number of responses received. Under no circumstances is the City responsible for the costs expended by the proposers in preparing and submitting proposals.

The City reserves the right to amend the Request for Proposals by addendum prior to the final submittal date.

Any proposals received prior to the date and time specified for receipt of proposals may be withdrawn or modified by written request of the proposer. To be considered, however, the modified proposal must be received by the specified date and time.

This RFP does not commit the City to award a contract or to pay any costs incurred in the preparation of a bid. The City reserves the right to accept or reject any or all submissions received as a result of this request, and to modify or cancel in part or in entirety the Request for Proposals if it is in the best interests of the City to do so.

## II. GENERAL REQUIREMENTS

### A. Right to Request Additional Information

During the evaluation process, the evaluation committee reserves the right, where it may serve the City's best interest, to request additional information or clarifications from Proposers, or to allow corrections of errors or omissions. At the discretion of the evaluation committee, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

### B. Right to Reject Proposals

The City reserves the right without prejudice to reject any or all proposals.

- C. Right to Purchase From Any Source  
The City reserves the right to purchase from any source or sources, in part or in whole, any desired products or services relating to this proposal.
- D. Proposal Interpretations and Addenda  
Any change to, or interpretation of, the RFP by the City will be sent via email to the contact person provided by each Proposer by the Director of Finance and Technology Services and any such changes or interpretations shall become part of the RFP for incorporation into any agreement awarded pursuant to the RFP.
- E. Public Record  
All proposals accepted by the City of West Hollywood shall become the exclusive property of the City. **Upon opening, all proposals accepted by the City shall become a matter of public record and shall be regarded as public, with the exception of those elements of each proposal which are identified by the Contractor as business or trade secrets and plainly marked as “Trade Secret”, “Confidential” or “Proprietary”.** Each element of a proposal which the Contractor desires not to be considered a public record must be clearly marked as set forth above. If disclosure is required under the California Public Records Act or otherwise by law, the City will make an independent determination and retain the confidentiality to the extent permitted by the Public Records Act.
- F. Additional Services  
The general service requirements outlined above describe the minimum work to be accomplished. Upon final selection of the firm, the scope of service may be modified and refined during negotiations with the City.
- G. Undue Influence  
The firm declares and warrants that no undue influence or pressure is used against or in concert with any officer or employee of the City in connection with the award of this RFP, including any method of coercion, confidential financial arrangement, or financial inducement. No officer or employee of the City will receive compensation, directly or indirectly, from Consultant, or from any officer, employee or agent of Consultant, in connection with the award of the Agreement or any work to be conducted as a result of the Agreement. Violation of this Section shall be a material breach of the Agreement entitling the City to any and all remedies at law or in equity.

H. Non-Discrimination

The City maintains various policies related to contractual service providers. Among these is an anti-discrimination policy which requires that our contractors not discriminate in hiring on the basis of gender, race, religion, sexual orientation, or medical condition. Upon acceptance of a proposal, the City may request that the selected firm sign a statement affirming their compliance with this policy.

III. BACKGROUND

City staff consists of more than 200 full-time employees and, depending on the season, another 60-90 part-time and temporary employees. Most of the employees work at City Hall, a three-story building. City staff uses many of the features provided by current copiers, including duplexing, stapling, and sorting. The current equipment leased by the City includes:

- 3 (three) Konica Minolta C754
- 1 (one) Konica Minolta C554
- 4 (four) Konica Minolta C454e
- 4 (four) Konica Minolta C284
- 1 (one) Konica Minolta C35

IV. COPIER USAGE HISTORY

The usage history of each machine is detailed below. Because some copiers were replaced during the past five years, usage is given for the replacements only.

Model	Location	Copier in use since:	Total Number of Copies since Inception		Copies per Month (average)	
			B&W	Color	B&W	Color
C284	City Hall, 1 <sup>st</sup> Floor	12/28/12	794,768	194,904	13,471	3,303
C284	City Hall, 1 <sup>st</sup> Floor	3/29/13	161,749	196,370	2,888	3,507
C754	City Hall, 1 <sup>st</sup> Floor	12/28/12	904,317	930,480	15,327	15,771
C554	City Hall, 2 <sup>nd</sup> Fl	12/28/12	404,800	239,620	6,861	4,061

C754	City Hall, 2 <sup>nd</sup> Fl	1/10/13	1,000,645	1,481,694	16,960	25,113
C754	City Hall, 3 <sup>rd</sup> Fl	12/28/12	856,236	717,735	14,512	12,165
C284	City Hall, 3 <sup>rd</sup> Fl	12/28/12	497,198	458,848	8,427	7,777
C454e	Weho Park, Pool	7/12/16	14,272	15,982	892	999
C454e	Weho Park, Office	7/12/16	14,903	24,197	931	1,512
C454e	Plummer Park	7/13/16	20,450	45,262	1,278	2,829
C284e	City Hall, 2 <sup>nd</sup> Fl	6/20/13	203,537	165,118	3,840	3,115
C35	Maintenance Yard	10/1/17	980	889	980	889
C284	City Hall West Location	9/1/17	*	*	*	*

\*Copier is a loaner and no copy data is available

#### V. TECHNICAL REQUIREMENTS AND SPECIFICATIONS

- A. Print Drivers must support Windows 7, Windows 10 x86 and x64, Windows Server 2012 R2 x64, Windows Server 2016 x64, and Terminal Service Printing such as that utilized by Citrix XenApp. Must have Postscript and PCL support to enable all platforms and operating systems to printer properly. Current print drivers and firmware updates must be available for download by City I.T. staff from the manufacturer's website
- B. Must support Windows 2012 R2 Active Directory integration
- C. Network interfaces used by devices in the proposed solution must support the following:
  - City network environment is configured for a single MAC address per user switch port. Vendors must indicate how many individual network connections will be required for each device type in the proposed solution, a network connection being required for each Mac address used by the device.
  - Must have security features built-in to prevent unauthorized access to the administrative interface (e.g., configuration and settings)
- D. Ability to scan to email and network folder using SMB 2.0 or above and NTLMv2.

E. Copier Specifications:

Proposers shall ensure that equipment recommendations for use conform to manufacturer's recommended space requirements, applicable building codes, OSHA requirements and City space limitations. Proposers are responsible for identifying the various features and capabilities of equipment recommended. Such information shall include:

- Production speed
- Feeder capabilities and speed
- Duplexing speed
- Range of acceptable paper weights and sizes
- Heat generated, electrical specifications
- Equipment dimensions and required clear space
- Networking of photocopying equipment with the City's LAN – Local Area Network
- Ability to connect remotely, via internet gateway with provider's technical support

Optional Features and Capabilities. The following are features/capabilities that the City may wish to implement on none, some or all copiers. Please provide pricing for these optional features:

- Faxing capability
- Password Printing: The ability to allow a user to password-protect a print job. This enables a user to print the document directly at the copier with a user ID and password.

F. Responsibility for the Environment. One of the City's Core Values is responsibility for the environment. The City Council has enacted groundbreaking legislation like the Green Building Ordinance, the first city in Southern California to do so. Additionally, the City has constructed new "green" facilities and modernized existing ones with the goal of obtaining the highest levels of LEED Certification. With this in mind, proposers should recommend equipment and supplies that meet the following EPA guidelines for environmental-friendly copiers:

- Comply with the EPA Energy Star Program, and are equipped with reasonable recovery time from Energy Star power management modes
- Uses returnable, recyclable, or remanufactures toner cartridges
- Uses an organic photoreceptor (if not organic, must avoid hazardous metals such as arsenic, cadmium, or selenium)
- Does not use wet process technology
- Minimize emission of dust, ozone, and VOCs such as styrene

- Contain no polybrominated biphenyls (PBBs) or diphenyl ethers (PBDEs)
- Designed for remanufacturing and/or reuse of parts
- Contains recycled content
- Can be taken back by the vendor at the end of its useful life for remanufacturing, refurbishing, or recycling of parts.

VI. CUSTOMER SERVICE EXPECTATIONS

The City of West Hollywood prides itself with providing the highest level of customer service to residents, business owners and visitors. This level of customer service is expected from everyone involved in the delivery of services from the City to the community-at-large. As such, the service provider will be expected to provide periodic reviews of copier performance and suggest ways to optimize copier use and reduce printing costs, etc.

Equipment Maintenance and Service: City facilities are accessible for maintenance and service of copiers during the following hours:

Monday through Thursday: 8AM – 6PM

Friday: 8AM – 5PM

VII. PRICING SCENARIOS

Proposers shall provide pricing for each piece of equipment proposed based upon purchase and lease terms of 5 years with an option to extend contract for an additional two (2) years as follows:

1. A lease term with an option to renew at stated cost. Proposers shall identify all lease terms including the term of the lease, the base price of the product, the interest rate, and the monthly lease payment.
2. Unless otherwise noted by the proposer, all proposal prices shall be valid for 120 days after the submission of responses to the RFP.
3. All pricing shall be based on new copiers.

VIII. VOLUME PURCHASING AGREEMENTS

The City is eligible to participate in many government purchasing agreements such as CMAS, GSA, WSCA, and US Communities. Prospective Proposers should clearly identify any government purchasing agreements they've been awarded and explain whether your proposal incorporates those agreements, or if not, how your proposal improves upon them.

IX. INSTALLATION, INSPECTION AND ACCEPTANCE

The service provider will coordinate the installation phase with City Staff. Upon installation, the City shall operate the copiers for thirty (30) days. All functions must work in the City's environment without difficulty or failure. Should the photocopiers not perform in accordance with the requirements stated in the RFP to the satisfaction of the City, the photocopier(s) shall be removed at the service provider's expense and the contract may be terminated. Upon successful performance of the photocopiers during the 30-day period, the photocopiers shall be accepted.

X. **BILLING**

Service provider shall submit monthly invoices per copier detailing the B&W and Color scanning and printing totals. Invoices shall clearly describe which copier is being invoiced by location description and copier serial number.

Payment of invoices will be made within 60 days, or Net 60.

XI. **DATA TO BE SUBMITTED WITH PROPOSAL**

The content and sequence of the information contained in each copy of the proposal shall be separated by tabs as follows:

- A. **Certification of Proposal to the City** (Appendix A)
- B. **Summary Sheet** (Appendix B)  
This section of the proposal must include a fully completed copy of the Summary Sheet.
- C. **Copier Features & Specifications, Copier Pricing, and Copier Performance & Service** (Appendix C)  
Complete Appendix C for each copier model proposed.
- D. **Firm Response Times/Monitoring/Reports** (Appendix D)  
If your firm offers Print Management Services, please provide detailed information of your services. Include company brochures, if applicable.
- E. **Proposed Deployment & Training Timeline** (Appendix E)  
Timeline Schedule should be based on an estimated contract execution date of April 17, 2018.
- F. **City Contract Requirements** (Appendix G)  
If you are proposing changes to the City Contract, list the changes on this form

## XII. EVALUATION AND SELECTION PROCESS

All proposals must contain all requested information set forth in this RFP and must be submitted by Thursday, March 1 at 4:00 PM to be considered.

Interviews will be held at City Hall with selected candidates after initial review of the proposals. The interview panel will include key City Hall staff members.

No single criterion, including price, will dictate the City's ultimate selection. City staff will use both objective and subjective analysis when reviewing RFPs. Specific evaluation criteria will include:

- Qualifications and experience of the firm or corporation.
- Completeness and clarity of each proposal.
- Ability of firm or corporation to dedicate personnel resources needed to provide reliable equipment and outstanding customer service.
- The ability of the firm or corporation to timely deliver copiers that meet the technical requirements and specifications required by the City.
- Overall competitiveness of costs and services proposed.

## XIII. TERM OF AGREEMENT

The term of the contract will be for five (5) years with an option to extend contract for an additional two (2) years upon the City's thirty (30) day written notice to the service provider.

## XIV. RFP SUBMISSION REQUIREMENTS

By submitting a proposal the Vendor affirms that the Company is familiar with all the terms and conditions of this RFP and is sufficiently informed in all matters affecting the performance of the work and provisions of labor, supplies, material, equipment and facilities called for in this RFP. Additionally, the Vendor affirms that the Proposal has been checked for errors and omissions and that all information provided is correct and complete.

Failure to comply with the requirements of this RFP may result in disqualification. Proposals received subsequent to the proposal due date will not be considered. Proposals must include all the sections listed below and must be indexed and numbered in the order outlined below. List your responses and/or any reference to attachments as indexed and numbered below. To assist in the evaluation of the responses, please utilize the section titles listed below.

All proposals shall be signed in ink by the President, Chief Executive Officer, or individual authorized to act on behalf of the Company, with current Power of Attorney if

applicable. The name and mailing address of the individual making the proposal must be provided.

Proposals must be received at the City Clerk's Office no later than 4:00 p.m. on the date indicated in the Proposal Schedule. Proposals received after 4:00 p.m. on the date indicated in the Proposal Schedule, regardless of the date of their postmark, will be rejected.

Proposals must:

- not be folded and not be bound with any fabric, plastic, glue, staples, folder or rubber bands
- show page numbers for all pages in the proposal
- include five (5) copies, each punched in a 3-ring binder and one (1) electronic copy on a thumb drive as a PDF file
- be on 8-1/2" X 11", 20-24 lb. white paper (do not submit covers)
- be submitted in one or more envelopes, each of which clearly:
  - ✓ States "Copying and Reproduction Services RFP"
  - ✓ Identifies the proposers
  - ✓ States the number of the envelope and the total number of envelopes by the proposer

The envelope must be addressed as follows:

Office of the City Clerk  
City of West Hollywood  
8300 Santa Monica Blvd.  
West Hollywood, CA 90069  
**RE: Copying and Reproduction Services RFP**

If hand delivered, address as above and deliver to the City Clerk's office.

Proposals must address the requirements of the RFP in the exact order set forth in this Section. They should be as concise as possible and must not contain any promotional, advertising or display material.

XIV. RFP SCHEDULE (SUBJECT TO CHANGE)

- |   |                  |
|---|------------------|
| 1. Request for Proposal issued                      | January 23, 2018 |
| 2. Proposer's questions regarding RFP due via email | February 5, 2018 |

- |   |                       |
|---|-----------------------|
| 3. Distribution of answers to questions | February 8, 2018      |
| 4. Proposals Due to City Clerk          | March 1, 2018 4:00PM! |
| 5. Interviews, if required              | March 7, 2018         |
| 6. Projected Selection                  | March 13, 2018        |
| 7. Contract Negotiations                | March 14-28, 2018     |
| 8. Council Award of Contract            | April 16, 2018        |

XV. PROPOSER'S QUESTIONS REGARDING RFP

Proposers who wish to submit a proposal may have questions as they go through the RFP Process. Any and all such questions should be directed to Tim Thomson at the City of West Hollywood via email. His email address is [tthomson@weho.org](mailto:tthomson@weho.org). All questions regarding the RFP should be submitted no later than February 5, 2018. All questions received before the deadline will be answered and forwarded to all RFP participants. **If you are a proposer and you have no question(s), please email Tim Thomson regardless before the February 5<sup>th</sup> deadline so he can add you to the list of proposer.** This will ensure you are emailed a list of the questions and answers that were submitted by other proposers.

XVI. INSTRUCTIONS FOR SUBMITTAL OF RFP

- Proposals must be signed in ink by the president, CEO, or other officer authorized to act on behalf of the company. The name and mailing address of the individual submitting the proposal must be provided.
- Proposals shall address all questions specified in the RFP.
- Five (5) bound copies and one (1) electronic copy on a thumb drive of each proposal shall be submitted to the Office of the City Clerk no later than Monday, March 1, 2018 at 4:00 PM PST. Late proposal submitted after the deadline will be returned unopened.
- Proposals shall be addressed and delivered to the following:

Office of the City Clerk  
City of West Hollywood  
8300 Santa Monica Boulevard

West Hollywood, CA 90069

Attn: Copying & Reproductive Services RFP

XVII. CITY CONTRACT REQUIREMENTS

Included with this RFP is a basic City contract (Appendix E). Proposers shall review the City contract and propose any changes to the contract, including insurance and endorsement requirements and list those changes on Appendix F, City Contract Requirements. Proposed changes will not have any influence on the evaluation of the proposal. Proposed changes will be reviewed by the City Attorney's Office and Risk Management Officer.

The City of West Hollywood has some clauses which are required on all contracts and are non-negotiable. Those clauses are as follows:

1. **LIVING WAGE ORDINANCE.** The CONTRACTOR shall abide by the provisions of the West Hollywood Living Wage Ordinance. During the term of this Agreement, the CONTRACTOR shall keep on file sufficient evidence of its employee compensation to enable verification of compliance with the West Hollywood Living Wage Ordinance.
2. **EQUAL BENEFITS ORDINANCE, No. 03-662.** The CONTRACTOR shall abide by the provisions of the West Hollywood Equal Benefits Ordinance. During the term of this Agreement, the CONTRACTOR shall keep on file sufficient evidence of its employee compensation and any applicable benefits packages, as those benefits relate to the coverage of the domestic partners of contractor's employees, which shall include; bereavement leave; family medical leave, and health insurance benefits, to enable verification of compliance with the West Hollywood Equal Benefits Ordinance.
3. **RESTRICTIONS: Arab League Boycott of Israel.** The CONTRACTOR hereby affirms it does not honor the Arab League Boycott of Israel.