

CITY OF PITTSBURGH

Office of Management & Budget

on behalf of the

Department of Innovation & Performance



Request for Proposal

for

Lease of Multi-Function Devices &
Managed Print Services

RFP No. 2016-0026

Release Date: July 22, 2016

Submittal Deadline: August 19, 2016
no later than 4:00pm EST

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1 Introduction

July 22, 2016

To All Prospective Bidders:

The City of Pittsburgh Office of Management and Budget on behalf of the Office of Innovation and Performance invites you to submit a proposal for the lease of multifunction devices and managed print services.

Any questions in regard to this RFP should be submitted in writing **no later than** EOB Wednesday, August 5, 2016, and directed to:

Joshua Lamonde
Office of Management and Budget
City-County Building, Room 502
Pittsburgh, PA 15219
Email: joshua.lamonde@pittsburghpa.gov

All proposals will be due by **Friday, August 19, 2016** as described in the Timeline section of this RFP. The Committee will announce the Awardee on or about Friday, August 26, 2016.

Sincerely,



Jennifer Olzinger, Assistant Director
Office of Management and Budget

2 Background

The purpose of this Request is to solicit proposals from qualified Vendors to enter into a contract with the City of Pittsburgh (hereinafter referred to as “the City”).

The Department of Innovation and Performance is seeking proposals from qualified firms to enter into an agreement to supply multifunctional devices (MFDs), managed print services, and all related maintenance services.

MFD Program Overview – Pittsburgh desires a holistic end-to-end Offeror staffed and operated turnkey solution for the City authorized MFD (Multi-Function Device) Fleet to include MFD’s, all related hardware (integrated and standalone), support, maintenance and supplies, software, related services and solutions. A hybrid model will also be considered where the City may opt to directly or indirectly and at various levels, support Offeror provided solutions. Either solution can be accomplished through a mix of dedicated on-site, in-field, and remote support personnel. As part of the turnkey solution, software is needed for; transactional-based document capture and workflow automation, cost accounting, secure print management, user authentication (AD/LDAP) monitoring/reporting/diagnostics/configuration tool, as well as any value-added services to assist with fleet transition and life-cycle management. Security, environmental impact, and cost savings are also important elements that should be addressed. City employees need the ability to remotely send documents from a computer or network session to the MFD’s which are connected to the City’s TCP/IP network. In the City’s Microsoft Active Directory environment, print servers will be built on VMware virtual servers running Microsoft Windows Server. City employees also need the ability to walk up to the MFD to release secure print jobs and perform copy, scan, and fax functions. Solutions should be easily implemented, supported, and maintained with minimal interruption to the services the City provides its customers, while meeting a variety of requirements now and providing the necessary architecture for the City’s future needs. Offeror will provide full detailed technical specifications for each piece of equipment or software proposed. All solutions should be tested and proven in a like sized organization and environment prior to implementation in the City and should be plug-and-play from day one and deemed satisfactory by an authorized Pittsburgh representative.

Contract Period/Renewal: This contract will begin on November 1, 2016, and terminate on December 31, 2019. This contract may be renewed for no more than two (2) years, one year at a time or any combination thereof, as mutually agreed upon. Automatic contract renewals are prohibited. Contract renewals must be authorized by and coordinated through the City’s Office of Management & Budget Procurement Unit.

3 Tentative Schedule of Events

The following represents the tentative schedule for this project. Any change in the scheduled dates for the Pre-Proposal Conference (if applicable), Deadline for Submission of Written Questions, or Proposal Submission Deadline will be advertised in the form of an addendum to this RFP. The schedule for the evaluation process and other future dates may be adjusted without notice.

RFP released:	Friday, July 22, 2016
Cut-off for questions:	Friday, August 5, 2016
Proposal submission deadline:	Friday, August 19, 2016 @ 4 p.m.
Proposal Review	Week of August 22, 2016
Supplier Interviews & Scoring	Week of August 29, 2016
Contract award:	On or Before Friday, September 2, 2016
Project start date:	Date of Contract Execution
System Implementation:	No later than Friday, December 2, 2016

4 Scope of Services

4.1 Overview

The purpose of this Request for Proposal is to solicit sealed proposals from qualified Offerors to establish a contract or contracts through competitive negotiation with the City of Pittsburgh, (hereinafter referred to as: the "City" and "Pittsburgh") for the provision and leasing of:

4.1.1 Definitions

Multifunctional Devices (MFDs) - The complete catalog of products and supplies available from the Supplier; including but not limited to high production, fax machines, printers and scanners for lease. All MFDs will be priced by click rate.

Managed Print Services - Supplier to provide outsourced management for a fleet of devices to include initial assessment, ongoing optimization of device deployment to maximize productivity and reduce costs, life-cycle management of devices, device repair and maintenance, supplies replenishment and proactive supplies replenishment, help desk support, on-site technical support, education and end-user training, real time fleet usage monitoring and reporting, formalized reporting on operations, and any other services required for the management of print services. Print services will be priced on a per machine basis.

Related Supplies/Services - The complete range of Services, Support, and Software, available from Supplier such as, but not limited to: analysis, inventory control, planning, software solutions, network solutions, fleet management, overflow printing services, legal document services, document scanning, and 3rd party integration related to the purchase, lease, or rental of items listed herein, as well as any other products, services and solutions offered by Supplier.

4.2 General Requirements

4.2.1 Minimum Pre-Qualifications

Each Offeror must complete the Qualification and Reference Summary.

Offerors at a minimum must meet the following pre-qualifications for their proposal to be considered. Additional qualifications are stated later in this RFP.

Minimum of five (5) years contiguous experience implementing complete end-to-end Offeror staffed and operated turnkey MFD and/or Production Printing solutions of a similar nature and magnitude to that being requested, preferably in the public sector (state/local government) in the United States.

Not more than three (3) years since last successful implementation of complete end-to-end Offeror provided and operated turnkey MFD and/or Production Printing solution of similar size and complexity.

Not terminated for cause from any MFD and/or Production Printing solution implementation in the past three (3) years. If terminated for cause within the last three (3) years provide detailed explanation and direct contact information of person(s) responsible for terminating the contract.

Offer must be authorized by the manufacturer(s) during the last three (3) years to sell and service all proposed solutions and provide evidence of such.

Offeror must complete a right-sizing/fleet analysis upon award of contract.

Any and all maintenance is to be priced at a "Zero Base", requiring no minimum copy commitment per device.

All maintenance rates are to remain constant for the term of the lease.

4.2.2 Green IT

Discuss how the offering will help the City in its "Green" initiatives, specifically sighting the differences between the existing solution and Offerors proposed solution. Indicate special recognition or industry awards received in this area. Suggested items to address include:

- A. Green design
- B. Environmental benefits
- C. Waste generated (packaging and consumables)
- D. Offerors are required to provide easy to use ink/toner recycling program at no charge
- E. Recycling efforts
- F. Use of recycled paper (30-100%)
- G. Carbon footprint
- H. Environmental Impact tracking software
- I. ENERGY STAR qualified
- J. Energy Consumption / Power modes
- K. Electronic records retention for life of contract

4.2.3 Implementation Work Plan & Project Management

Within 15 days of the completion of the Fleet Analysis phase, the Contractor will provide the City with a proposed right-sizing report. This report will assist in the City's reduction of printing devices by at least 50%, resulting in a more efficient fleet.

The Contractor will assist the City in identifying and evaluating existing printing processes. The Contractor will analyze the location of each printing device, its proximity to the next nearest device, and its reported usage. Based on this data, the Contractor will then provide a detailed report to the City, suggesting the removal of least used machines, machines spaced too closely to one another, and outdated/antiquated devices. The Contractor will also describe in the report standards for the installation or relocation of printers, such as the optimal space between devices. The Contractor shall also offer suggestions on the removal of suboptimal equipment, including but not limited to the disposal of said equipment or the possibility of a buyback via lump sum payment. This report should be in word document format, and shall be delivered to the key stakeholders. This includes, but may not be necessarily limited to, the Department of Innovation and Performance, as well as the Office of Management and Budget.

The Contractor will provide formal weekly updates on project status to the authorized City representatives. Such updates shall include, but not be limited to, all completed or pending actions, status of deliverables, variances from work plan projections, and planned versus actual delivery dates.

With the authorized City representatives, the Contractor will participate in monthly project briefings to communicate project status to key stakeholders.

Discussion with and approval by authorized City representatives will be required to finalize the plans and effective dates.

4.3 Technical Requirements

4.3.1 Technical Specifications & Definitions

- A. **MFD Configuration:** (a) Desktop: The dimensions, weight or design of this type of equipment allow it to be supported by a desk or optional stand. (b) Console: The dimensions, weight or design of this type of equipment prohibit desktop support; consequently, these units are free-standing and feature built-in consoles.
- B. **Paper Weights** – The MFD bid in each benchmark shall be able to run, at a minimum, up to the paper weights listed in both paper weights and by-pass/paper weights respectively. There are several types of paper classifications. If a bidder's MFD specification sheets states paper weights in a different classification that the benchmarks a determination of equivalence or exceeds shall occur. Below are some examples for benchmarks that require higher than 20lb.

Bond paper weights for standard drawers/trays or cassettes the MFD shall at a minimum be able to accept that weight in at least one standard drawers/trays or cassettes.

Benchmark	Bond Paper	Book/Offset	Cover	Index
20lb. Bond	20lb.	50lb.	28lb.	42lb.
24lb Bond	24lb.	60lb.	33lb.	50lb.
28lb Bond	28lb.	70lb.	39lb.	58lb.
32lb Bond	32lb	80lb.	45lb	67lb.
42lb. Bond	42lb	110lb	60lb	90lb
110lb. Index	53lb	135lb	74lb	110lb

- C. Memory** – for MFD’s bid in the connected acquisition plan benchmarks, the specified minimum memory requirements can be satisfied by controller memory, by a combination of controller memory and a presence of a hard drive.
- D. Accessories** – Contractors are encouraged to provide pricing for all possible accessories available for MFD’s bid beyond minimum benchmark requirements. Accessories are not mandatory for bidding.
- E. Scanner:** Color Digital.
- F. Scan Once/ Print Many:** In copying mode, each original is scanned just once and stored in memory. Multiple copies are then made from the image stored in memory.
- G. Paper Capacity:** The maximum amount of paper each drawer, tray or cassette holds when using the paper sources (drawers, trays or cassettes) of that benchmark requirement, excluding bypass.
- H. Automatic Duplexing:** This means the MFD can automatically produce two-sided copies; the user does not have to manually reload one-sided copies into the machine to copy the second side. Machines with this feature may be equipped with automatic document feeders that enable the production of two-sided copies from single-sided originals (1:2), two-sided copies from two-sided originals (2:2) and single-sided copies from two-sided originals (2:1). Document feeders that provide two-to-two capability are referred to as RADFs (Reversing Automatic Document Feeders), RDHs (Recirculating Document Handlers), RDFs (Recirculating Document Feeders), UDH (Universal Document Handler) or RSADFs (Recirculating Semiautomatic Document Feeders). All Equipment will default to automatic duplex.

4.3.2 MFD Hardware Requirements

Hardware is the very core of the MFD Fleet and each device will be connected to the City’s TCP/IP network, should be reliable, easy to use, intuitive, and perform all industry standard functions including print (duplex output required), copy, scan, and fax (over phone line or IP). Uptime is important therefore key performance indicators such as; mean-time between failures,

number of impressions between scheduled maintenance, recommended monthly volume, and the like should be discussed. True concurrency/multi-tasking across all functions simultaneously is desired and should be explained in detail (explain job interrupt feature also). Offeror advertised print/copy/scan/fax speeds will be tested for accuracy including through all attached finisher and optional components, so known discrepancies should be indicated and explained by Offeror in the technical response.

All hardware must be 100% new equipment delivered in the manufacturers' original packaging and carrying the manufacturers' full warranty. Used, rebuilt, refurbished, remanufactured, newly manufactured, factory produced new model equipment and the like are not acceptable. The warranty period begins after system acceptance and certification by the City that the equipment is in production use. All equipment must be installed according to manufacturers' requirements. All hardware components must be sized appropriately to ensure that the performance requirements of the Vendor's application will be met. Equipment specifications provided by the City within this RFP shall be considered as minimal requirements.

Convenience feature such as hot-swappable toner and replacement of paper while engine is running are desired. An HID Proximity Card reader should easily integrate with each MFD to allow authentication. Security is essential therefore a data overwrite feature for devices equipped with non-volatile memory should be available. MFD's will preferably be equipped with >500MHz CPU and >512MB RAM. Noise level is also a concern and solutions offered should meet the following dB (A) SPL requirements; <40 dB (A) SPL standby, <65 dB (A) SPL continuous run, <75 dB (A) SPL peek. In addition each MFD should be capable of the following minimum requirements:

Network - Each MFD base unit should comply with Institute of Electrical and Electronics Engineers (IEEE) 802 standards, be Simple Network Management Protocol (SNMP V. 2 and above) manageable and support the following protocols: Transmission Control Protocol/Internet Protocol (TCP/IP) (Preferred), System Network Architecture (SNA and SNA/3270), Internet Packet Exchange (IPX), Simple Network Management Protocol (SNMP), and Apple Talk. Each device should be compatible category 5/5e/6/6a copper Unshielded Twisted Pair (UTP) and Screened Twisted Pair (SCTP) cable, 8 Position 8 Contact (8P8C aka RJ45) Ethernet connector, and Siemens 3 and 4 outlet modular faceplates with color-coded inserts to identify the media being used in each outlet (voice and data are terminated at the same faceplate).

Print- Currently print output from these devices is ~15% of the total output and the City desires to see this percentage increase as end user begin utilizing this more cost effective solution. All MFD must be capable of and defaulted to duplex printing. Required minimum resolution is ->600 x 600 dpi (->1200 x 1200 dpi desired). Finisher requirements are covered later in this section. Further print requirements include;

Drivers: Should be bi-directional supporting; Microsoft Windows XP/Vista/7/2003/2008/2010 R2 32 and 64-bit, Citrix, Solaris 10, Mac OS 9.x/10.x, and IBM z/OS 1.7/1.9 (VPS 1.8 Mainframe distributed print services). Driver must communicate with MFD and allow City users all available finishing options whether printing direct or through a follow you/me print solution.

Page Description Language (PDL): Should support auto switching within the document for PCL 5/5e/6, PostScript 3, PFD, and TIFF.

Host Interfaces: Should include 10BaseT/100BaseTX and USB 2.0. Options for Gigabit Ethernet, IEEE 802.11 a/b/g/n, Bluetooth, and USB 3.0 are a plus.

Network Protocol: Should encompass IPv4, IPv6, and Raw IP (Port 9100).

Scan - This feature is becoming increasingly important as the City begins to move more quickly toward electronic documents for; paper forms replacement, records retention, document management, and creation of workflows to automate once cumbersome, inefficient, manual processes. Software (covered later) will play a major role in maximizing the capabilities of these network attached MFD's. Standard scan capabilities should include; color and /or grayscale documents through the >100 sheet Automatic Document Feeder (ADF) capable of 13-32 lb. mixed size originals in a single batch ranging from 5.5" x 8.5" to 8.5" x 14" at >600 x 600 dpi. Originals scanned from the platen will range in size up to 11" x 17" and may include hardbound books >3" in thick. Devices capable of 2-sided scanning in a single pass are highly favored.

Copy - As stated previously the City is moving more toward electronic documents but as of today this is the most utilized feature in the MFD Fleet accounting for ~80% of their output. This feature is crucial to many agencies where currently paper output is still a requirement. Standard copy capabilities should include; True Stackless/Trayless Duplexing and Scan Once Print Many (SOPM) of color and /or grayscale documents through the >100 sheet Automatic Document Feeder (ADF) capable of 13-32 lb. mixed size originals in a single batch ranging from 5.5" x 8.5" to 8.5" x 14" at >600 x 600 dpi in quantities from 1-999. Originals copied from the platen will range in size up to 11" x 17" and may include hardbound books >3" in thick. Reduction and enlargement features should include variable zoom from 25% - 400%, auto reduction and enlargement to fit selected paper size, and user presets. Other features such as; auto size sensing, auto paper select, auto tray switching and output to 1:1, 1:2, 2:1, and 2:2 should be included.

Fax - An optional add-on of fax capability should be available for MFDs. The option should be capable of sending and/or receiving faxes over phone line or IP, and capable of; sending and/or receiving at >200 x 200 dpi, store >100 pages in memory, >20 speed dials, store incoming faxes or output to paper, and store transmission report(s) or output to paper. Function should be compatible with analog and integrated or third-party IP based solutions including the City's existing RightFax solution.

Control Panel - Ergonomics is paramount. The user interface should be user friendly, have a consistent look and feel across fleet with large easy to read buttons (preferable backlit) and high resolution color touch screen with intuitive navigation menu. The high resolution color touch screen must be customizable and allow for third-party software integration and display customization. An optional built-in or external keyboard is a plus.

Paper Trays - At a minimum should have a standard capacity of >2000 sheets with customer adjustable trays accepting #10 envelopes, paper types from to plain to cardstock and virgin -

100% recycled content, paper sizes from 5.5" x 8.5" to 11" x 17" and paper weights from 16 lb. - 110 lb. (16-34 lb. through standard trays and up to 110 lb. through the bypass tray). Intelligent tray switching and the ability to load paper while job is running are desired.

Finisher - Optional add-on finisher should be capable of collating >250 sheets and Stapling >50 sheets. Advanced Finishers with features such as >100 sheet stapler, 2 and 3 hole-punching, folding, saddle-stitch booklet-making, and post process insertion should be available for segment 4-6 devices.

Optional High-Capacity Paper Tray - In addition to the standard built-in paper trays an optional high capacity paper tray/deck/feeder with a >2000 sheet capacity should be available for MFD's in segments 4-6.

MFD Software - Software unlocks the true capability of the MFD's while enabling them to be easily administered from anywhere on the network and therefore is a key component to the MFD Fleet. Cost accounting, print management, workflow automation, diagnostics, configuration, monitoring, reporting solutions, and security features such as data overwrite should be addressed. Scanning software should accommodate scanning to a variety of image/document management applications, such as Sharepoint and Onbase. If additional software purchase is required to accommodate document management applications, both function and cost of the software should be specified by the Offeror. Print drivers and solutions offered should be compatible with current City IT standards. All data will become the sole property of the City when the contract is terminated or renewed. All solutions implemented should be architected to allow for high-availability, load balancing, clustering, and failover capability to permit operational continuity and negate or minimize end-user/enterprise solution downtime. Currently it is the City intent to place all software solutions behind an F5 load balancer for high-availability and failover therefor all software should be fully supported.

Software Licenses: Must be clearly defined as to the use rights. Unless otherwise negotiated, the City assumes a non-exclusive, perpetual use of any licenses, independent of maintenance, services, and or support agreements.

Software Maintenance: If any, must be calculated from a clearly defined basis and be an optional purchase at the City's discretion. Routine updates, fixes, or patches shall be included within the base license and shall not be subject to a separate maintenance contract. Unless otherwise negotiated, the City assumes the maintenance basis to be the net price dollar amount of non-exclusive, perpetual use licenses times the annual maintenance percentage amount, not to exceed 15%, and due in advance of the period covered on an annual or quarterly basis. Any software customizations not covered in the maintenance terms must be clearly identified by the Vendor.

Upgrades, Updates and Patches: The Vendor shall make available to the City at no additional charge all upgrades and patches to the software as they are released so long as the City is currently under the Vendor's software maintenance agreement. If the City opts to take

advantage of the patch or updated version, the Vendor shall install and support it under the on-site maintenance agreement. Upgrades and patches will be applied in accordance with City's change management procedures.

4.3.3 Managed Print Services

These services apply to both the MFD's and stand-alone printers.

Reporting capabilities should include; detailed and summary (dashboard) level, historical data by day, week, month, quarter, year, and lifetime, activity by - date, device, user, department, function, document name/origin, output media, destination, page count, cost, and top 10 user defined custom reports.

Managed print solution should seek to: analyze and optimize total print output environment, proactively identify costs-saving solutions, and provide printing network management and IT integration.

Solution should be capable of; tracking all device usage (and potentially existing print device), authentication from MFD to AD/LDAP via HID Proximity Card Reader and manual logon, ability to physically release secure print job(s) from any MFD via HID Proximity Card and manual logon, ability to set quota by user, device, department/billing code, option for popup message informing user of print cost then automatically or with user intervention redirect print jobs to lower cost devices. While an agent component may exist the very core of the solutions functionality should be agentless. Such a solution should be applicable to the total print environment, MFDs and standalone printers alike.

4.3.4 Security

Two main areas of focus here are personnel and implemented solutions. Hardware, software, and network security is an ongoing requirement. Documents with privacy requirements need to remain private. Describe how the proposed solution will ensure the City is never compromised as a direct/indirect result of implementation. The City desires a certificate of destruction for all memory devices when removed from the City. Indicate special recognition or industry awards received in this area. Also note that all real or potential security vulnerabilities must be reported to the City and rectified ASAP.

Suggested items to address include:

- A. IEEE certifications
- B. HIPAA compliance
- C. Data encryption
- D. Access control
- E. Data overwrite feature
- F. Fax and network security
- G. Audit trail

4.4 Service and Maintenance Requirements

4.4.1 Fleet Analysis

The Contractor will perform a Fleet Analysis all current MFD and stand-alone devices as the first phase of the project. This work will be completed within 15 days of contract award. It will enable the Contractor to become familiar with the City's printing infrastructure, and evaluate the reasonability of the proposed implementation plan in the City's environment.

The Contractor will conduct comprehensive facilities surveys and discovery sessions that will address the City's requirements and supporting documentation. Its purpose is to allow the Contractor to perform a right-sizing assessment in order to analyze the City's use of devices and printing services by location and device type. The resulting report will identify any underutilized devices, as well as any recommendations for decreasing/increasing fleet size for the City. The reports are to promote the following activities:

- Knowledge of underutilized devices/equipment in the City's possession.
- Discussion of removal of said unused devices/equipment.
- Discussion of alternative solutions for underutilized devices/equipment, such as consolidating printing needs for a shared workspace, etc.

Monitoring, Reporting, Diagnostics, and Configuration- The MFD solution should be proactively monitored by an intelligent, real-time solution to mitigate real or potential fleet related issues (supplies, maintenance, repairs, error codes, stopped or hung services, etc.), trigger creation of a trouble ticket and notify/ dispatch solution providers support staff. Reporting capabilities should allow high level (dashboard would be nice) as well as very detailed reports (i.e. performance metrics, customer satisfaction, performance trends, variance between the reported measures and actual performance standards, etc.) and offer output to a verity of formats, i.e. Word, Excel, PDF, HTML, XML. As fleet issues arise ideally they would be remotely diagnosed and resolved where possible. When MFD configuration requirements and directives change, a centrally managed solution that can quickly and easily push changes to the fleet wins out over having to physically visit each device. The preferred solution would encompass all areas in a single, cost effective, easy to use, unified software package.

4.4.2 Service and Support

Provide their turnkey service and support solution to the City. Level and quality of service are paramount and service improvements should be made continuously in line with the City's long-term vision and goals. Furthermore, understanding the City's expectations in terms of level of service versus service provided and striving to meet these expectations must be an ongoing mission. Documented policy should be linked to clearly defined processes and procedures and made available upon request. Support Engineers should receive continuous and relevant training, perform regular brain dump/knowledge transfer sessions, and proactively keep abreast current service bulletins/patches/fixes etc., to better serve the City. Established support levels should be clearly defined and communicated, with separate but equal levels for both MFD's and stand-alone devices.

The City reserves the right to have vendor staff replaced if their work is unsatisfactory; or if their behavior is perceived disruptive to our work environment; or if a staff member becomes ill; or if the

assigned individual is no longer suitable for the assigned tasks; or if for any other reasons the assigned work tasks are terminated. The City will not assume any responsibility or liability for personnel actions taken by the Vendor when such a replacement is required.

The Contractor shall have a service organization capability which includes but is not limited to the following:

Qualified service/repair personnel: Service representatives shall be full-time employees of the Contractor or designated by the Contractor as their full-time authorized representative. Service representatives shall be factory-trained technicians. All warranty or maintenance services to be performed on the items specified in this solicitation as well as any associated hardware or software shall be performed by qualified technicians properly authorized by the manufacturer to perform such services. The City reserves the right to require proof of certification at any time during the term of the contract.

Repair Parts: Defective parts may only be replaced by new OEM parts if exist or are still manufactured; no refurbished, remanufactured, surplus parts or the like will be used. Contractor shall provide a toll-free number for service/maintenance requests. Individual City sites will call the designated toll-free number to request service. The City prefers a designated person for all service requests.

- A. Offeror shall include any web interface currently in place for placing and tracking service requests, to include status of requests, parts ordered, etc.
- B. Service response times: Response to requests for service shall be made within 4 working hours of notification by the agency during normal working hours of 7:30 A.M. to 4:30 P.M. Monday through Friday, excluding City holidays. The 4 hour response times apply to service requiring a technician actually on site of the Equipment needing repair.
- C. Repairs to solutions implemented shall be completed within 12 working hours from first notification by the City. Contractor must have a local parts depot fully stocked to meet this requirement. If Contractor is unable to fully restore device to proper working order the entire monthly cost of the device will be credited to the appropriate city account affected by the outage.
- D. Excessive downtime: All devices including all accessories and software furnished under the contract shall be capable of continuous operation. Should any device, any accessories, or software become inoperable for a period of 16 consecutive working hours, the Contractor shall, at the agency's option, provide, at no charge, a loaner device or accessory of equal capability of non-performing piece of equipment.
- E. Full maintenance shall be included in the charge for all leased devices and shall be available on all devices purchased outright. Full maintenance shall include preventative maintenance, all parts including, but not limited to, drums, and labor.
- F. Maintenance Term: Maintenance agreements established by issuance of a purchase order shall be effective on the date the machine(s) is accepted, ready for use, and shall continue for a twelve month period or less depending on the date of installation to coincide with the fiscal year (ending December 31st).

- G. Preventative/scheduled maintenance (PM) shall be based on the specific needs of individual machines as determined by the Manufacturer. The Contractor shall schedule regular preventative maintenance (PM) service calls during the summer months (when school is not in session). Scheduled PM calls will not be considered downtime. The PM calls shall include, but not be limited to, routine cleaning, lubrication, necessary adjustments, and replacement of unserviceable parts. Preventative/scheduled maintenance shall be performed in accordance with the manufacturer's recommendations.
- H. Service Logs: A service log shall be included with each machine. Make, model number, and date of installation shall be recorded by the Contractor. Thereafter the agency shall maintain and complete the log each time service is requested, including on-site responses and Phone-line support. The log shall list the issue/problem, response time, cause of breakdown, downtime, and time for repairs and the resolution. In the case of an on-site service response the contractor's representative shall sign the log when service has been completed and the log shall be countersigned by the person in the agency designated as in charge of that particular MFD. Preventative Maintenance performed shall also be maintained in this log. Should the cause of the service call be determined by mutual consent to be an operator error, misuse or abuse by the agency it shall be recorded under the resolution section of the log. This log will serve as a basis to resolve any complaint of excessive downtime, slow response to service calls and or request to cancel a rental agreement prior to expiration.
- I. Service representatives shall provide an appointed City employee with a maintenance summary of services rendered. Before acceptance, the representative will demonstrate to the City employee that the equipment is now in fully working order.

4.4.3 Account Management

Basic account management should include: regular management reviews of support history and open support requests, priority handling for feature requests submitted to Offeror, monthly reporting on support issues, case history, and established metrics, Technical Account Manager on-site a minimum of once a month, and full-time professional services resource providing coordination, communication, and technical consultation services until issues are resolved. Offerors should present their plan for; long-term customer support and satisfaction strategy, measuring and reporting customer (City employees) satisfaction, implementing a service request escalation and issue resolution process, and a plan for identifying, implementing, and measuring business process improvements. The City desires timely access to all Offeror records related to the contract awarded.

4.4.4 Fleet Transition

Offeror is solely responsible for all planning and activities surrounding and related to the transition from the City's existing fleet to the Offeror's proposed solution. This includes the removal of the City's existing fleet and transportation of that fleet back to the current leasing company. All costs related to the transit and logistics of the removal and relocation of current equipment is to be borne by the Offeror. Offeror should have complete solution implemented within two (2) months of contract award. Offeror will continually interface and coordinate with City and existing vendor to completion. Removal of existing MFD fleet must be concurrent with the installation of

new/upgraded solutions. Software solution should be in place before hardware is rolled out. All devices must be clearly labeled to show the Offerors; support phone number, Offeror's supply order phone number, and manufacture serial number. No cost will be incurred by the City for any/all related fleet transition planning and activities. A detailed, easy to read plan must be presented free of ambiguity describing how this is to happen.

4.4.5 Service Level Agreement

Submit a Service Level Agreement (SLA) describing in minute details the services and service level(s) being offered (provide evidence and detailed results of SLA for like sized organization). MFD solution uptime should remain at \rightarrow 98% during City hours of operation. Uptime is defined as simultaneous full functionality of all features/functions in implemented solution. Offeror should describe in detail how uptime will be calculated, recorded, and reported.

4.4.6 Response and Restoration of Service

For purposes of this RFP Response Time is defined as the amount of time taken between service request submission and time for technician to be on-site end user contact providing them with the following; service request/ticket reference number, estimated time to restoration, brief synopsis of action taken if any, and collection of additional information as necessary. Restoration of Service is defined as returning a device or system to its full operational state. 24/7 one (1) clock hour on-site response and two (2) clock hours restoration of service time should be provided to "First Responders" (Police, Fire, Emergency Management, etc.) and other designated devices serving critical City operations (at no charge to the City). 24/7 web and phone support should be offered as needed. 11/5 on-site support (7 a.m. to 6 p.m. weekdays, excluding City holidays) with overlapping shifts to provide maximum staffing during the hours of 8 a.m. – 5 p.m. is required. If 24/7 service is charged at a premium compared to regular service hours, Offeror will provide both price breakdowns as options to the City. If 24/7 service cannot be guaranteed, Offerors should propose a loaner program to be offered to the City in cases of machine downtime. Offeror will accept and provide the same Response and Restoration of Service times for service requests submitted via web, email, phone, written, and verbally. Response time within two (2) business hours and Restoration of Service within four (4) clock hours of service request submittal should be guaranteed. If Response and/or Restoration of Service are not achieved within these specified times the entire monthly cost of the MFD and associated components and/or solutions will be credited to the City's MFD Program account at the City's discretion. The end user should remain informed and receive regular updates.

4.4.7 Maintenance and Supplies

Provide turnkey maintenance and supplies (including preventative and scheduled, and emergency) solution to the City. It is desired that frequently used field replacement units (FRU's) and supplies shall be identified and stored at City facilities identified for storage at no cost to the City. Offeror will be solely responsible for all service, supplies, maintenance, repair, upgrade, and replacement of solutions implemented. Likewise, the Offeror will: (a) furnish all tools, equipment, supplies, supervision, transportation and other accessories, services, and facilities necessary to complete the work; (b) furnish all materials, supplies, and equipment specified and required to be incorporated in and form a permanent part of the completed work; (c) provide and perform all necessary labor; (d) perform and complete the work in accordance with good technical practice, with due diligence, and in accordance with the requirements, stipulations, provisions, and

conditions of this RFP and the resultant agreement in the most timely, effective, efficient and economical method possible while maintaining a high level of customer service and satisfaction and to the satisfaction of an authorized City representative. Offeror will describe in detail how maintenance, repair, upgrade, and replacement have been successfully provided to a like-sized organization and provide evidence. Offeror must provide service credits (device and paper) at the City's discretion for impressions made during maintenance and service calls.

4.4.8 Education, Training & Communication

There is a perpetual need in all three areas; therefore, Offeror will be solely responsible for all education, training, and communication of solutions provided by the Offeror. Likewise, the Offeror will: (a) furnish all tools, equipment, supplies, supervision, transportation and other accessories, services, and facilities necessary; (b) furnish all materials, supplies, and equipment specified; and required; (c) provide and perform all necessary labor; (d) provide all equipment operation training as specified, and (e) perform and complete the work in accordance with good technical practice, with due diligence, and in accordance with the requirements, stipulations, provisions, and conditions of this RFP and the resultant agreement in the most timely, effective, efficient, and economical method possible while maintaining a high level of customer service and satisfaction at no cost and to the satisfaction of an authorized City representative.

In order to keep the training relevant to the ultimate look-and-feel of the system as well as fresh as possible and still accommodate the necessary number of sessions, it is expected that training will not begin until after preliminary system acceptance and before cut-over, but in no case will begin longer than 60 days prior to the scheduled "go live" date. The City shall provide space sufficient for conducting the training and housing and securing the training equipment. The Vendor shall be responsible for providing sufficient training materials and take-away documents such as user manuals and user guides/quick reference guides to adequately perform the initial training and provide follow-up reference material for the trainees.

The Contractor shall develop a training and communication work plan and curriculum to be approved by a City authorized representative. The work plan should include periodic follow-up and update training and communication especially when a new HW/SW release or version is installed. The Contractor's City-approved training schedule must be closely coordinated with City staff to coincide with the installation of the software and hardware. Upon acceptance by a City authorized representative, the Contractor shall implement said approved plan. Explain in detail how education, training, and communication have been successfully provided to a like-sized organization, providing evidence of such. Explain in detail the proposed education, training, and communication solution, including, policy, process, and procedures.

4.4.9 Consultation Services

The contractor's staff must be available for consultation with City staff on an as-needed basis between 8:00 AM and 5:00 PM, Eastern Time, Monday through Friday.

4.4.10 Defective Equipment

In the City's judgment, if equipment is deemed unsatisfactory, or is not completely operational (all equipped functions working simultaneously), or out of service for more than two business days, the Offeror will replace such equipment (hardware or software) with the same or better, including all

services and materials necessary to restore all functionality at no cost to the City. The City has the right to inspect replacement equipment and deem it satisfactory or unsatisfactory. If replacement equipment is ever deemed unsatisfactory, or is not completely operational providing the same functionality as the original for more than two business days, the Offeror at no cost to the City will continue to replace all associated equipment with 100% new unused equipment (used, rebuilt, refurbished, remanufactured, newly manufactured, factory produced new model equipment and the like are not acceptable) of similar or greater capabilities until restoration of all functionality is deemed satisfactory by an authorized City representative.

4.4.11 System Documentation

The Vendor will supply as dictated by and at the City's request in a timely fashion, documentation in printed and/or electronic format (i.e. latest version of MS Word/Excel/Project/Visio/etc., PDF, or other format at the City's option). The proposed solution must include complete documentation including, at a minimum:

Technical Documentation: Describe the technical architecture, capabilities, and specifications of the solution as installed, configured and customized. The technical documentation must include information regarding the relational database design (data dictionary), record or table layouts, file schemas and use of application programs interfaces (API's), program description, report manual and the like. A detailed Visio diagram encompassing the entire solution and dependencies will be kept up-to-date and made available at all times. The Offeror must compile and provide to the City complete documentation for all hardware, COTS, and customized components of the solution environment.

Systems Administration Documentation: Describe the steps and procedures necessary to operate the solution as installed, configured and customized including a detailed troubleshooting guide to resolve any conceivable solution related issues. It must include information relating to procedures for system start-up and shut down, batch job submission procedures, security procedures, table maintenance procedures, etc.

User Documentation: Describe the operation of the products, as installed, configured and customized from an end user perspective. The documentation must cover sign-on and sign-off sequences, menu operation, screen descriptions, means of invoking online help facilities, report generation, etc., and must be targeted to specific user groups.

The Vendor shall, at no additional charge to the City, provide updated technical, System Administrator, and user documentation when major system changes or updates occur such as Versions or Releases. Documentation will be provided in electronic format with permission for the City to distribute internally as needed. All new versions and releases must be accompanied by a document clearly explaining the new functionality, features, corrections, etc., addressed by the release or version.

The Vendor shall, at no additional charge to the City, provide documentation for any system configurations and integrations. Any content within the documentation which is considered proprietary in nature shall be so marked.

The Vendor shall be responsible for maintaining all documentation for the solution(s) implemented on an ongoing basis.

4.5 Administrative Requirements

4.5.1 Billing and Invoicing

Billing will not begin until the last unit is in place, working satisfactorily, and approved via signature by an authorized City representative. Invoices are to be sent monthly, clearly marked, easy to read, and include separate detailed line items for: hardware, software, labor/support, services, summarized, and supplies. Hardware line items for each model should include the following columns: unit description, number of units, price per unit, and total price. Similarly; software, labor/support, services, and supplies should be broken out into detailed columns. The invoice should also include a grand total of all solutions purchased. It should be clear and easy to determine what is being paid for. An itemized amortization schedule should be supplied at lease inception then annually on January 1st and as equipment is added or removed. Continued efforts should be made to automate this process.

The City will not pay late charges on any invoices. The City will not be liable for charges which are not invoiced within twelve (12) months of the date the service was provided.

4.5.2 Equipment Lease

Any additional purchases of devices, elected accessories, and software outside the terms of the lease will be initiated by City of Pittsburgh Innovation & Performance. Authorized users will lease at the monthly lease price of any additional features. Additional machines added after implementation shall have a lease expiration date that coincides with the expiration of the initial contract.

Equipment lease acquisition plans shall include full maintenance, all parts, including but not limited to, drums, and all supplies including toner, color toner(s), developer, color developer(s) and staple wire; excluding paper.

Lease Rate: Offerors should propose rates in the form of a municipal lease rate. The rate should be separate from the per page maintenance rate on each device offered.

Term: Lease agreements established by issuance of a purchase order shall be effective on the date the equipment is accepted, ready for use, and shall continue for the lease period.

Renewal of Leases: **Automatic renewals of the lease agreement are prohibited.** The City may elect to renew an existing lease agreement for one-year.

Cancellation Of Lease Units: the City reserves the right to cancel and terminate any lease orders, in part or in whole, for MFD non-performance (Machine Performance, Section 6.2.16) or if funding is withdrawn, without penalty.

4.5.3 Delivery & Installation

Delivery and installation will be scheduled at least twenty-four hours in advance with the City of Pittsburgh MFD Program Administrator.

The City will provide proper electrical outlet, pre-tested active network drop and cabling if required, and phone lines for faxing if required.

The Contractor shall perform complete installation and verify operation of all equipment upon delivery.

Connected installation: At the time of installation of a connected MFD, the MFD shall be installed to a standalone configuration. The Contractor shall provide drivers and software/firmware needed to load to the network.

4.5.4 Delivery & Installation

4.5.4.1 Lease Plans

The MFD shall be required to operate satisfactorily and produce acceptable copy quality at a 90% effectiveness level during any month during the leased agreement. The effectiveness level for a MFD shall be computed by dividing the total productive time by the sum of that time plus the machine failure downtime. The MFD failure rate shall not average more than two (2) malfunctions (breakdowns) per month, requiring contractor corrections, for the highest monthly volume (the manufacturer’s maximum recommended monthly volume) recommended in the benchmark range. Machines which develop a trend of requiring an excessive number of service calls (6 service calls in a three-month period) shall be reported by the City for review for compliance with this provision. Service calls will be counted in this timeframe due to machine malfunction only, not operator error, or preventative maintenance calls. In the event that the Contractor fails to comply with the performance requirements of this paragraph, the Contractor shall replace the non-complaint machine with a new machine matching all requirements of that benchmark. Failure to replace the machine when required by this paragraph will result in the order being cancelled, machine being immediately removed from the ordering entities' premises at the contractors cost, and no penalty charges being assessed.

4.5.4.2 Electrical and Space Requirements

The majority of MFDs will be located within ‘Office Suites’ close to cubicles, offices, and conference rooms while others will be located in special ‘Copier Rooms’, each with its own power and space limitations that should be considered when presenting a solution. Offeror must provide a buck–boost transformer on all devices requiring 240-volts. Offeror should state electrical (including various power modes (i.e. running, standby, etc.)) and space requirement for each proposed MFD.

Location Types	Available Power	Available Physical Space
Office Suite	<ul style="list-style-type: none"> 120V/60Hz, 15A 	W-72" D-72" H-72" max

4.5.4.3 Voice/Data Connectivity

The majority of devices today are connected to a voice and data network. During the formal physical assessment and before placement of devices the Contractor should ensure proper type of connectivity exist.

4.5.4.4 Temperature & Humidity

Contractor should also take this into consideration when assessing the physical environment and before installing devices. Heat output (BTU/h) can be an issue for confined spaces therefore the Contractor should state the BTU/h for all MFDs proposed in their various operating modes (i.e. running, standby, etc.).

4.5.4.5 Noise Level

Noise should be considered when determining selection and placement of equipment. dB (A) SPL (decibel) levels for each device and their various operating modes i.e. running, standby, etc. should be stated.

4.5.4.6 Emissions

Offeror must state all known emissions (gases and particulate (i.e. volatile organic compounds, ozone, styrene, dust, toner particles, etc.)) and associated levels. Toner should be free of carcinogens, mutagens, and teratogens. Offeror should also state compliance for all known emission standards.

4.5.5 Acceptance Testing

The Contractor must demonstrate through an acceptance process stress test that the solution performs as required in the City's technical environment and various remote facilities, and that the solution meets or exceeds the City's functional requirements. The Contractor shall develop, with input and approval by the City, specific written criteria for acceptance testing that will objectively measure each such functional requirement.

The final acceptance test must use City approved data and include report generation, must adequately represent a percentage of the production solution, and must exercise all functionality and components successfully.

Where applicable, Contractor must test back-up/recover features successfully.

The failure of any specific portion of the test will require that the entire test be rerun, not just the failed portion of the test. The solution is accepted only after both parties agree that the full test was successful and an authorized City representative has certified in writing of final acceptance of the product.

No warranty period shall begin until after such certification of successful acceptance testing is issued.

4.5.6 Cutover & Acceptance

The Contractor is responsible for solution cut-over. Cut-over plan and activities must be approved by an authorized City representative. Upon completion of installation, there will be a technical turnover of the modified system from the Contractor to DIT. The City requires that changes to the base solution be fully documented.

4.5.7 Warranty

After final production cutover and acceptance testing certification, the system will move into the warranty phase, which extends for entire term of the lease. The period of time the warranty is in effect should not overlap with that of the maintenance/service agreement. Should both warranty and maintenance agreements run concurrently, the offeror must provide sufficient evidence to demonstrate the benefit of services under both agreements. Otherwise the maintenance fees should not be incurred until after the warranty period has expired.

5 General Terms & Conditions

5.1 Examination of Proposal Documents

The submission of a proposal shall be deemed a representation and certification by the Respondent that they:

- 5.1.1** Have carefully read and fully understand the information that was provided by the City to serve as the basis for submission of the proposal
- 5.1.2** Have the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.
- 5.1.3** Represent that all information contained in the proposal is true and correct.
- 5.1.4** Did not, in any way, collude; conspire to agree, directly or indirectly, with any person, firm, corporation or other proposer in regard to the amount, terms or conditions of this proposal.
- 5.1.5** Acknowledge that the City has the right to make any inquiry it deems appropriate to substantiate or supplement information supplied by a proposer, and proposer hereby grants the City permission to make these inquiries, and to provide any and all related documentation in a timely manner.

No request for modification of the proposal shall be considered after its submission on the grounds that the proposer was not fully informed to any fact or condition.

5.2 RFP Term

Respondent's proposal shall remain firm and effective, subject to the City's review and approval, for a period of one hundred twenty (120) days from the closing date for the receipt of proposals.

The City may enter into negotiations with one or more Respondents during the one hundred twenty (120) day period during which all proposals will stay effective. The purpose of such negotiations will be to address questions and identify issues as the parties move towards the execution of a final contract or contracts.

5.3 RFP Communications

Unauthorized contact regarding this RFP with employees or officials of the City of Pittsburgh other than the RFP Coordinator named in Section 8 of this document may result in disqualification from this procurement process.

Neither Respondent(s) nor any person acting on Respondent(s)'s behalf shall attempt to influence the outcome of the award by the offer, presentation or promise of gratuities, favors, or

anything of value to any appointed or elected official or employee of the City of Pittsburgh, their families or staff members. All inquiries regarding the solicitation are to be directed to the designated RFP Coordinator identified in Section 8 of this document.

5.3.1 Interested parties must direct all communications regarding this RFP as outlined in this document.

5.3.2 The City shall not be responsible for nor bound by any oral instructions, interpretations or explanations issued by the City or its representatives.

5.3.3 Each proposer shall assume the risk of the method of dispatching any communication or proposal.

5.3.4 The RFP Coordinator must receive all written comments, including questions and requests for clarification, no later than the Deadline for Submission Questions listed in the tentative project schedule.

5.3.5 The City reserves the right to determine, at its sole discretion, the appropriate and adequate responses to written comments, questions, and requests for clarification. The City's official responses and other official communications pursuant to this RFP shall constitute an addendum of this RFP.

5.3.6 The City will publish all official responses and communications pursuant to this RFP to the City of Pittsburgh procurement website. It is the responsibility of each proposer to check the site and incorporate all addenda into their response. All addenda for this RFP will be distributed via the City of Pittsburgh procurement website:
<https://procurement.pittsburghpa.gov/beacon>

5.3.7 Only the City's official, written responses and communications shall be considered binding with regard to this RFP.

5.4 Addenda/Clarifications

Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, questions or comments regarding this RFP must be put in writing and received by the City as outlined in Section 3 of this document

5.5 Withdrawal of Proposals

A proposer may withdraw its proposal at any time before the expiration of the time for submission of proposals as provided in this RFP by delivering a written request for withdrawal signed by, or on behalf of, the proposer.

5.6 Public Record

Respondent, by submittal of a proposal, acknowledges that all proposals may be considered public information in accordance with the Commonwealth of Pennsylvania Right to Know laws. Subject to award of this RFP, all or part of any submittal may be released to any person or firm who may request it. Therefore, proposers shall specify in their Cover Letter if any portion of their submittal should be treated as proprietary and not releasable as public information. Proposers should be aware that all such requests may be subject to legal review and challenge.

Any information considered proprietary should be indicated as such or not included in the response.

5.7 Disqualification

Factors such as, but not limited to, any of the following may be considered just cause to disqualify a proposal without further consideration:

- Evidence of collusion, directly or indirectly, among proposers in regard to the amount, terms or conditions of this proposal;
- Any attempt to improperly influence any member of the evaluation team;
- Existence of any lawsuit, unresolved contractual claim, or dispute between the proposer and the City;
- Evidence of incorrect information submitted as part of the proposal;
- Evidence of proposer's inability to successfully complete the responsibilities and obligation of the proposal; and
- Proposer's default under any previous agreement with the City, which results in termination of the agreement.

5.8 Non-Conforming Proposal

A proposal shall be prepared and submitted in accordance with the provisions of these RFP instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from or to a proposal may be sufficient grounds for non-acceptance of the proposal, at the sole discretion of the City.

5.9 Restrictions on Gifts and Activities

The City of Pittsburgh Ethics Code and Chapter 198 of the City Code (Code of Conduct) was established to promote public confidence in the proper operation of our local government. These resources outline the requirements for disclosure of interests and restricted activities as related to public procurement processes. Proposers are responsible to determine the applicability of these requirements to their activities and to comply with its requirements.

5.10 Rights of the City of Pittsburgh

This RFP does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. The City reserves the right to:

- A.** Reject any and all proposals;
- B.** Issue subsequent Requests for Proposals;
- C.** Cancel this RFP with or without issuing another RFP;
- D.** Remedy technical errors in the Request for Proposals process;
- E.** Approve or disapprove the use of particular sub-consultants;
- F.** Make an award without further discussion of the submittal with the proposer (therefore, the proposal should be submitted initially on the most favorable terms that the firm or individual might propose);
- G.** Meet with select proposers at any time to gather additional information;
- H.** Make adjustments to the scope of services at any time if deemed by the Office of Management and Budget to be in the best interest of the City;
- I.** Accept other than the lowest offer.
- J.** Waive any informality, defect, non-responsiveness, or deviation from this RFP that is not material to the Respondent's proposal;
- K.** Reject the proposal of any Respondent who, in the City's sole judgment, has been delinquent or unfaithful in the performance of any contract with the City;
- L.** Reject the proposal of any Respondent who, in the City's sole judgment, is financially or technically incapable of performing in accordance with this RFP;
- M.** Negotiate with any, all, or none of the Offerors and to enter into an agreement with another Offeror in the event that the originally selected finalist defaults or fails to execute an agreement with the City.
- N.** Award a contract to the firm(s) that presents the best qualifications and whose proposal best accomplishes the desired results; and/or
- O.** Enter into an agreement with another proposer in the event the originally selected proposer defaults or fails to execute an agreement with the City.
- P.** Require a performance bond and/or other "failure to deliver" agreement by the awardee at time of contracting.

6 Miscellaneous Requirements

6.1 Acknowledgements

A. Conflict of Interest

By submission of a proposal to this RFP, Respondent agrees that it presently has no interest and shall not have any interest, direct or indirect, which would conflict in any manner with the performance of the services required under this RFP.

B. Code of Ethics

By submission of a proposal to this RFP, Respondent agrees to abide by the Code of Ethics of The City of Pittsburgh. The full Ethics Handbook can be found here:
http://pittsburghpa.gov/personnel/files/policies/10_Ethics_Handbook.pdf

C. Fair Trade Certification

By responding to this RFP, the Respondent certifies that no attempt has been made, or will be made, by the Respondent to induce any other person or firm to submit or not to submit a submission for the purpose of restricting competition.

D. Non-Disclosure

By responding to this RFP, the Respondent acknowledges they may be required to sign a Non-Disclosure Agreement during the contracting process if they are the successful bidder.

E. Debarment

This RFP is also subject to Section 161.22 of the City of Pittsburgh Code related to debarment from bidding on and participating in City contracts.

F. Financial Interest

No proposal shall be accepted from, or contract awarded to, any individual or firm in which any City employee, director, or official has a direct or indirect financial interest in violation of applicable City and State ethics rules. Entities that are legally related to each other or to a common entity which seek to submit separate and competing proposals must disclose the nature of their relatedness.

G. Full Fee Disclosure

Pursuant to Section 161.36 of the Pittsburgh City Code, a Respondent must include a disclosure of any finder's fees, fee splitting, firm affiliation or relationship with any broker-dealer, payments to consultants, lobbyists, or commissioned representatives or other contractual arrangements of the firm that could present a real or perceived conflict of interest.

7 Equal Opportunity

7.1 MWE/DBE

The City of Pittsburgh is committed to the ideal of providing all citizens an equal opportunity to participate in City and its Authorities' contracting opportunities. It is therefore the City's goal to encourage increased participation of women and minority groups in all City contracts.

The City requires that all bidders demonstrate good faith efforts to obtain the participation of Minority-Owned Business Enterprises (MBE's) and Women-Owned Business Enterprises (WBE's) in work to be performed under City contracts. The levels of MBE and WBE participation will be monitored by the City of Pittsburgh's Equal Opportunity Review Commission (EORC).

In order to ensure that there are opportunities for historically disadvantaged minority groups and women to participate on Covered Contracts, and consistent with the City's current equal employment opportunity practice and goals, the EORC will review contracts to include an evaluation of a developer/contractor's employment of minority groups and women, and encourages goals of twenty-five (25) percent and ten (10) percent participation respectively.

7.2 Veteran-Owned Small Business

It is also the City's goal to encourage participation by veteran-owned small businesses in all contracts. The City of Pittsburgh shall have an annual goal of not less than five (5) percent participation by veteran-owned small businesses in all contracts. The participation goal shall apply to the overall dollar amount expended with respect to the contracts.

The City requires that all bidders demonstrate good faith efforts to obtain the participation of veteran-owned small business in work to be performed under City contracts. The levels of veteran-owned participation will be monitored by the City of Pittsburgh's EORC.

7.3 Good Faith Commitment

In order to demonstrate good faith commitment to these goals, all bidders are required to complete and submit with their bids either: the attached MDE/WBE/Veteran-Owned Solicitation and Commitment Form (which details the efforts made by the bidder to obtain such participation), or the attached MBE/WBE/Veteran-Owned Solicitation and Commitment Form – Waiver Request (which details why no MBE/WBE/Veteran-Owned business participation could be obtained). If a bidder feels that the participation goal cannot be met, the rationale should be clearly outlined on the Waiver Request (e.g., due to project size, specialized nature of the services, proprietary methodology). Failure to submit either of these forms will result in rejection of the bid. Copies of these forms are attached as Appendices B & C.

For further information, including definitions and additional requirements, please see Chapter 177A (Sections 177A.01 *et. seq.*) of the City Code and Section 161.40 of the City Code.

8 Format & Submittal Requirements

8.1 Format Requirements

Each response to this RFP shall include the information described in this section. Provide the information in the specified order. Failure to include all of the elements specified may be cause for rejection. Additional information may be provided, but should be succinct and relevant to the goals of this RFP. Excessive information will not be considered favorably.

The proposal should be bound or contained in a loose leaf binder. Document pages shall be 8-1/2 inches by 11 inches in size or folded to such a size. Use section dividers, tabbed in accordance with this Section as specified below.

8.1.1 Cover Letter

A cover letter should be submitted with the following information:

- Title of this RFP
- Name and Mailing Address of Firm (including physical location if mailing address is a PO Box)
- Contact Person, Telephone Number, Fax Number, and Email Address
- A statement that the submitting firm will perform the services and adhere to the requirements described in this RFP, including any addenda (*reference the addenda by date and/or number*)
- Acknowledgement that all proposals may be considered public information in accordance with the Commonwealth of Pennsylvania Right to Know Laws as described in Section 5 of this document.
- Acknowledgement that the City will not be charged nor pay any late fees.
- The Cover Letter must be signed by an officer empowered by the firm to sign such material and thereby commit the firm to the obligations contained in the RFP response. Further, the signing and submission of a response shall indicate the intention of the proposer to adhere to the provisions described in this RFP and a commitment to enter a binding contract.
- If you, as an individual, or if any principal or employee of your firm, has a relationship or knowledge of, or contact with any official or employee of the City; that relationship, knowledge, or contact should be stated and described in your Letter of Transmittal.

8.1.2 TAB A: Firm's Qualifications, Experience & References

Organizational Experience

Describe the firm and provide a statement of the firm's qualifications for providing the scope of services. Identify the services which would be completed by your firm's staff and those that would be provided by sub-consultants, if any. Identify any sub-consultants you proposed to utilize to supplement your firm's staff.

The Offeror must provide a profile of its organization and all other companies who will be providing products or services through a subcontracting arrangement with the Offeror. At a minimum, the Offeror will provide the following information on a single page:

- Number of years in business
- Number of years involved with MFDs
- Total number of employees
- Number of MFD employees dedicated to service/repair of MFDs
- Total number of public sector clients with membership exceeding 50,000

Offerors must describe their qualifications and experience to perform the work described in this Request for Proposal. Information about experience should include, but not be limited to, direct experience with local government implementations. The Offerors record should reflect from the date of this RFP a minimum of five (5) years of contiguous experience in work of a similar nature and magnitude to that being proposed. Relevant experience must be associated with projects completed not more than one year prior to the date of this RFP. The City is interested in reference sites with similar services, and is interested in organizational competence certifications.

References

The City is interested in references with similar services. Special notation must be made of similar or related programs performed and must include organization names, addresses, names of contact persons, and telephone numbers for such reference. The Offeror will provide a reference for at least three (five or more is preferred) state or local government similar in size to Pittsburgh. References must contain the contact information for relevant installation sites, including customer name, site location, industry, customer base, user base, implementation date, hardware platform, product name/version number, and a brief description of the engagement.

8.1.3 TAB B: Qualifications of Team

Provide a brief summary of the qualifications and experience of each team member assigned to this project, including length of service with the firm and resume/bio, and the qualifications /experience of any sub-consultant staff on your project team.

Staffing Plan

Describe the Offeror's proposed staff distribution to accomplish this work. The staffing plan should indicate a chart that partitions the time commitment of each professional staff member across the proposed tasks and a timeline for the project.

It is mandatory that this section identify the key personnel who are to work on the project, their relationship to the contracting organization, and amount of time to be devoted to the project. This includes Consultants as well as regular employees of the Offeror, if relevant.

- A. All Vendor personnel assigned to work on-site may be required to undergo a criminal history check and sign a non-disclosure agreement. Off-site personnel may also be subject to a criminal history check depending on the sensitivity of the data involved. Please note that arrangements for required criminal history checks must be made in advance with appropriate City personnel. The City reserves the right to reject any personnel proposed by the Vendor for any reason.
- B. Support personnel proposed must have the necessary level of training and experience with the application suite to ensure that the City is receiving expert-level support. The Vendor must provide the City with a listing of all certificates, training courses and other relevant evidence to document the level of expertise of proposed support personnel.
- C. The personnel named in the technical proposal will remain assigned to the project throughout the period of this contract. No diversion or replacement may be made without submission of a resume of the proposed replacement with final approval being granted by the City Purchasing Agent.
- D. If a "best of product" approach is proposed, preference will be given to Offerors that have proven experience working in a similar implementation with the vendors in their proposal.

8.1.4 TAB C: Project Approach and Plan

Provide a detailed discussion of your firm's approach to the successful completion of the scope of services outlined in this RFP by the implementation date. Include thorough discussions of methodologies and timelines you believe are essential to accomplishing this project or completing the scope of services. Include a proposed work schedule to accomplish all of the required tasks within the desired timeline. Identify the staff roles who would be assigned to each major task, including sub-consultants.

8.1.5 TAB D: Cost Proposal

Provide a total cost proposal for all services to be delivered, and a breakdown of costs delineated by major phase and/or deliverable as described in your project plan. Include a schedule of hourly rates for all proposed staff and the amount of time each person will be devoted to this project. Define any reimbursable expenses (e.g., travel) requested to be paid by the City. Note: if travel expenses are included, the rate assumptions generally should not exceed the United State General Services Administration (GSA) rates for Pittsburgh. Describe product credit, rebate and/or incentive programs, if any.

The cost of each task or segment of the task shall be itemized.

- A.** Offerors must provide a price breakdown for MFDs, using the attached MFD Cost Proposal Table (see Appendix E). Offerors will, for each currently owned device, propose a new and updated device. Offerors will provide a base monthly lease rate, as well as the per click-rate price for supplies and consumables. Separate from the lease rate and consumable click-rate, Offerors will propose a price for optional add-ons including finishers, high-capacity paper trays, and fax capabilities. Any installation, labor, or overhead costs should be factored into this proposal, as totals are to be all-inclusive.
- B.** Offerors are to deliver two pricing options for standalone printers using the attached MFD Cost Proposal Table (see Appendix F). The first option is to be a per device price, displayed as a flat monthly lease rate. The second option is to be a per click-rate price for each printer. The City requires that both options are priced in full.

8.1.6 TAB E: Required Statements

Include statements of assurance regarding the following requirements detailed in Section 7 of this document:

- Applicable completed MWE/DBE & Veteran-Owned Small Business Solicitation & Commitment Form (Appendix B or C)

8.1.7 TAB F: Exceptions

Describe any and all proposed exceptions, alterations, or amendments to the Scope of Services or other requirements of this RFP, including the City of Pittsburgh Sample Professional Services Agreement. This section shall be clearly marked "Proposed Exceptions" in your submittal. The nature and scope of your proposed exceptions may affect the evaluation of your submittal and the City's determination of whether it is possible to successfully negotiate a contract with your firm.

8.2 Submittal Requirements

- A.** Your submittal package, to be returned by the date and time outlined in Section 3 of this document, shall include the following:
- One (1) original and five (5) printed copies of your proposal; and
 - One (1) electronic copy of your proposal in either MS Word or PDF format to be delivered via email.
- B.** Printed submittals shall be sent by U.S. Mail, commercial delivery service or Hand Delivery. Submissions may not be sent by fax.
- C.** Responses should be delivered **ONLY** to the OMB RFP Coordinator:
- Joshua Lamonde
Office of Management and Budget
City-County Building, Room 502
Pittsburgh, PA 15219
joshua.lamonde@pittsburghpa.gov
- D.** The City of Pittsburgh shall not be responsible for proposals delivered to a person or location other than that specified herein.
- E.** Late proposals shall not be accepted or considered.
- F.** All submittals, whether selected or rejected, shall become the property of the City of Pittsburgh and will not be returned.
- G.** All costs associated with proposal preparation shall be borne by the Respondent.

9 Evaluation & Selection

9.1 Selection Procedure

- A.** Your Proposal will be evaluated by a Proposal Committee comprised of the Director or other supervisor of the Using Department, one or more members of the Director's staff, at least one member of the Office of Management & Budget and any other department representatives as deemed necessary.

- B.** Submittals will be reviewed for responsiveness, and responsive submittals will further be screened by a selection committee in accordance with the criteria listed below. The firm(s) submitting the highest rated proposal may be invited for interviews.

9.2 Criteria

All proposals will be evaluated using the following criteria:

- Cost
- Experience with Similar Projects & Technical Expertise
- Overall Project Plan & Timeline
- Qualifications of Key Personnel and References
- Overall Responsiveness & Quality of Proposal
- MWDBE & VOSB Participation

10 Award & Contract

10.1 Award

After the City has received all Proposals and conducted its initial Evaluation, described above, the Proposal Committee may invite one or more Respondents to a follow-up interview to further discuss their Proposal(s).

The Proposal Committee may decide to accept the Proposal of one or more Respondents. It may decide to reject all proposals. Once a Proposal is accepted, the contract negotiation process will commence. This RFP and your response to it, in the form of your entire Proposal, will become part of the Contract. If a real or apparent conflict should arise between this RFP/Proposal and other language contained in the final Contract, the language of the final Contract shall control.

10.2 Contracting Process

Successful Respondents will be required to enter into a Contract with the City of Pittsburgh, contingent upon the approval of City Council. This Contract will be directed and managed by the issuing department and the Office of Management & Budget. A copy of the City's Standard Professional Services Contract is attached for your review.

Work cannot commence on the Scope of the RFP until it a contract is fully executed. The City cannot process invoices nor approve payments until this Contract has been fully executed by the Respondent and all required City signatories, including the issuing department, the Law Department, and the City Controller.

City laws and policies mandate the incorporation of various terms and conditions into all City contracts (see Appendices). For this reason the City will not sign any standard contract proffered by the Respondent.

An agreement shall not be binding or valid with the City unless and until it is fully executed by authorized representatives of the City and of the Proposer. Once the Contract is fully executed the City will notify Respondent in writing and give the order to proceed.

11 Appendices

11.1 Attachment(s) Listing

- Appendix A – Sample Professional Services Agreement
- Appendix B – MWE/DBE and Veteran-Owned Solicitation and Commitment Form
- Appendix C – MWE/DBE and Veteran-Owned Solicitation and Commitment Form Waiver Request
- Appendix D – Device Locations and Inventory List
- Appendix E – MFD Pricing Matrix
- Appendix F - Managed Print for Stand-Alone Devices Pricing Matrix