

COUNTYWIDE IMAGING SOLUTION

THE PERSON SIGNING THIS RFP MUST BE LEGALLY AUTHORIZED TO BIND THE COMPANY.

COMPANY NAME _____

ADDRESS _____

TELEPHONE _____

FAX NUMBER _____

E-MAIL ADDRESS _____

FED I.D. # _____

NAME/TITLE OF CERTIFYING COMPANY OFFICIAL

SIGNATURE OF CERTIFYING COMPNAY OFFICAL

DATE _____

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Proposal Compliance

Proposer must indicate below whether or not their proposal is in complete compliance with the stated requirements. If there are any deviations from these requirements, proposer must indicate in writing what the exact deviations are and what actual services will be provided. Attach and label additional sheets if necessary.

Proposal is in complete compliance with proposal requirements.

Proposal deviates from stated requirements as follows:

Cancellation

Awards, contracts, and extensions may be canceled for convenience by the Glenn County Board of Supervisors at any time. In the event of termination of contract the County will be responsible only for those services that have been delivered and accepted according to the RFP requirements.

Funding Provisions

No award or contract will be made if funding is not available and approved by the Glenn County Board of Supervisors.

Fiscal Year Funding Implications

The fiscal year for the County begins on July 1 and ends June 30. This solicitation and any resulting contract(s) may contain renewal and extension options. This solicitation, any resulting contract(s), and any renewal and extension options shall terminate absolutely without further obligation on the part of the County at the end of the fiscal year in which this solicitation was issued and at each June 30 renewal anniversary date thereafter unless the successful vendor is otherwise notified and agrees to the terms and conditions of the renewal and extension options.

Rights Reserved

The County of Glenn reserves the right to accept or reject any and/or all parts of responsive proposals received and/or to reject all proposals submitted. The County reserves the right to award any resulting contract in the manner that is in the best interest of the County. The County reserves the right to waive any technicalities or minor irregularities in responses received and to award the contract in the most beneficial manner for the County.

The County reserves the right to request and negotiate a “best and final” response from vendors.

No Obligation/No Award Guaranteed/Cost to Propose

The contract, if any, will be awarded to the offeror whose proposal offers the best value to the County in meeting the required scope of work described herein with appropriated funds available. No obligation or commitment is incurred by the County of Glenn from the receipt of any proposal.

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There is no guarantee that any offeror will receive an award as a result of submitting a proposal. Any/all costs incurred by the offeror in preparation and submission of this proposal are the sole responsibility of the offeror.

Conditional Proposals

Proposals that are conditional and/or in any way qualify or vary the terms of these instructions, conditions, and specifications shall be considered non-responsive and disqualified.

Respondent Failure

In the event services to be furnished by the successful offeror should for any reason fail to conform to the scope of work contained herein, the County reserves the right to reject the services and further reserves the right to terminate the contract. Failure of the successful offeror to perform contracted services may also result in the removal of that vendor from doing business with the County of Glenn for a period of not less than three years.

Non-Assignment

The successful offeror may not assign the award or contract to or subcontract with another party without the express written permission of the County of Glenn.

Proposal Delivery

Proposal responses will be received at the Glenn County Human Resource Agency between the hours of 8 AM and 5 PM, Monday through Friday, excluding holidays.

The County of Glenn is not responsible for misdirected mail, mail not received or mail delivered late by any carrier.

Proposals received after the stated deadline shall be considered non-responsive and will be rejected.

RFP responses received via email or fax will not be accepted.

Proposals delivered to any address other than the address indicated in this RFP shall be considered non-responsive and will be rejected.

Properly identified and sealed proposal responses must be addressed as shown below.

“Proposal-Countywide Imaging Solution”

County of Glenn
Human Resource Agency
Attn: Suzi Kochems
420 E. Laurel Street
Willows, CA 95988

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REQUEST FOR PROPOSAL

COUNTY OF GLENN
420 E. LAUREL STREET
WILLOWS, CA 95988

http://countyofglenn.net/govt/project_service_bids

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PART I GENERAL INFORMATION

A. OBJECTIVES

The County of Glenn is soliciting proposals from qualified and capable imaging equipment and service vendors to refresh and upgrade its inventory of more than 50 digital copiers located throughout the county departmental system. This procurement will include equipment, support, maintenance and supplies. This undertaking will include a synchronized schedule of installation and set-up of new upgraded imaging equipment for those departments who would like to switch to a new vendor, if one is selected, and/or for those departments whose lease on a copier may have expired or is up for renewal.

The successful vendor will work with each individual county department to provide regularly scheduled and as needed equipment support, maintenance and supplies throughout the term of this agreement.

B. GENERAL INFORMATION

For the purposes of this solicitation, the departments of the County of Glenn operate approximately 50 copiers. The copiers utilized by the County have a variety of standard features: print, scan, fax, finishing (staple, punch, book, color, black/white). Please reference Attachment A for specifics on machine size per department, departmental current need and monthly volume. The County of Glenn is not looking at replacing every county copier at the time a vendor contract is executed; however, as County department's complete their existing lease agreements on individual machines, they will work with the agreed upon vendor to determine departmental need and type of machine to replace existing equipment with.

C. PROCUREMENT PROCESS

The procurement will be formally advertised. Proposals must be responsive to all aspects of this RFP.

D. PROPOSAL TIMELINE

Proposals in response to this RFP must be received by the Glenn County Human Resource Agency, 420 E. Laurel Street, Willows, CA, 95988, no later than 3:00 pm on Tuesday, June 7, 2011. Proposals received after the stated deadline will not be considered.

E. SCHEDULE OF EVENTS DATE

RFP Process:

Issuance of Request for Proposal-May 16, 2011

Public Notice placed in the Sacramento Valley Mirror-May 14, 2011

Deadline for Vendors to Submit Questions-Tuesday, May 24, 2011

Deadline for County to Respond to Questions-Friday, May 27, 2011

RFP Submission Deadline-Tuesday, June 7, 2011 @ 3 PM

Review Committee Analyzes Proposal Packages-June 7-10, 2011

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County Responds to Proposal Packages-June 10, 2011

Protest Period-June 10-17, 2011

County Responds to Protests no later than June 20, 2011

County Board of Supervisors Reviews Committee Recommendation-June 21, 2011

Anticipated Board Approval Date June, 2011

**The successful offeror will be formally notified after Glenn County Board of Supervisors approval.

F. PROPOSAL SUBMISSION REQUIREMENTS

The format requirements for RFP responses are designed to ensure uniformity in the responses provide the information necessary to understand each offeror's proposal, and facilitate an efficient and comprehensive evaluation of all responses. Proposals must comply with the specifications and detailed instructions stated in this RFP document, must be signed by the certifying company official, and must be presented to the Glenn County Human Resource Agency according to the detailed instructions stated in this document.

Proposals must be presented in a 3-ring binder with tabs separating the required sections. All attachments must be identified properly for easy recognition and association.

Each proposal must contain a detailed Table of Contents and must be organized in the same order as the requirements are outlined in this RFP document. Each separate bullet point must be addressed individually. A response that does not adhere to a "point-by-point" format may be disqualified.

Proposals that do not include all required information may be determined unresponsive.

Proposals must be submitted in a sealed container plainly addressed as listed in the RFP on the standard language section-page 3/Proposal Delivery.

Offerors are required to submit **one (1) original and two (2) copies of the proposal.**

Submit all responses to:
"Proposal-Countywide Imaging Solution"
County of Glenn
Human Resource Agency
Attn: Suzi Kochems
420 E. Laurel Street
Willows, CA 95988

RFP responses will NOT be accepted at any other County location.

G. PROPOSAL CONTACT PERSON

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The assigned contact person for offerors is Suzi Kochems, Glenn County Human Resource Agency, 420 E. Laurel Street, Willows, CA, 95988 or via email at skochems@hra.co.glenn.ca.us.

H. QUESTIONS AND ANSWERS

It is intended that this RFP be adequate for any vendor to respond to the County's requirements. However, should offerors have questions, they should be submitted electronically no later than Tuesday, May 24, 2011 at 5 PM to skochems@hra.co.glenn.ca.us.

Questions received after the stated deadline will not be considered. All questions received by the deadline will be answered electronically; all potential vendors will be provided answers to all questions asked.

I. PROTESTS

Following notification to offerors of the recommendation for award of contract, protests may be submitted to the County regarding the RFP process and selection of a Vendor. Protests shall be received within 7 calendar days immediately following the recommendation to award a contract. The County shall consider any protest or objection regarding the award of the contract, provided it is submitted in the time period state above in Section F.

Protests shall be in writing and shall be addressed to:

County of Glenn
Debbie Lambert, Deputy Clerk
525 W. Sycamore Street, Suite B1
Willows, CA 95988

Protests shall state the reason for the protest, citing the law, rule, regulation, or practice on which the protest is based. The County shall respond in writing to the protestor within ten (10) calendar days of the end of the protest period. The response shall include the final decision on the protest and the basis for decision.

PART II GENERAL REQUIREMENTS

A. INSURANCE REQUIREMENTS

Certificate of Insurance / Accord Form required with solicitation submittal.

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The successful Contractor shall procure and maintain throughout the term of this Agreement a policy or policies of insurance providing coverage as set forth below that shall protect the Contractor and the Indemnities from any claims for bodily injury, property damage, or personal injury which may arise out of Contractor's operations under this Agreement. Liability coverage and limits are outlined below.

Contractor agrees to carry insurance coverage in the amounts of at least \$1,000,000 per occurrence for Commercial General Liability and Automobile Liability. Contractor shall also carry Workers' Compensation coverage with statutory limits for the jurisdiction within which the facility is located and \$1,000,000 in Employers' Liability.

Such insurance shall include Glenn County, its elected officials, officers, and employees as an additional insured, and shall not be reduced or canceled without 30 days written prior notice delivered to County. Contractor shall provide County with a certificate of insurance as evidence of insurance protection provided. Insurance certificates provided by any insurance company or underwriter shall not contain the language "endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company" or similar language. Contractor's insurance coverage shall be primary noncontributing insurance as relates to any other insurance or self-insurance available to the County, its officials, employees, agents or volunteers. Any insurance or self insurance maintained by the County, its officials, employees or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

B. INDEMNIFICATION

The successful Contractor will be required to indemnify, defend and hold harmless Glenn County and its directors, officers, employees and volunteers from and against any and all liability loss, damage, expense, and costs (including without limitation litigation costs and attorney fees) of every nature arising out of or in connection with Contractor's performance of this contract or its failure to comply with any of its obligations contained in the contract, except such loss or damage caused by the sole negligence or willful misconduct of the County.

Contractor shall also indemnify County of any adverse determination made by the Internal Revenue Service or the State Franchise Tax Board against County with respect to Contractor's independent Contractor status that would establish a liability for failure to make social security or income tax withholding.

C. CONTRACT TERMS

Once approved by the Glenn County Board of Supervisors, the successful offeror will be notified in writing or via email.

A contract confirming price and other terms shall be signed by the parties. Services will begin on or about July 1, 2011. The initial contract duration shall be through June 30, 2014. The contract is subject to the approval of the Glenn County Board of Supervisors

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and to fiscal year funding limitations. The contract price must be held firm for the entire term of the contract. The County reserves the right to terminate any resulting contract for convenience or lack of funding. In the event of contract termination by the County, the County will be responsible only for those services and deliverables that have been received and accepted. Non-performance of contract terms will give sufficient cause for the County to cancel the contract. Non-performance shall be construed to include, but is not limited to, failure of the offeror to deliver in the time specified or in the manner required.

D. OWNERSHIP RIGHTS

County shall retain ownership rights to the contents of all documents, supporting literature, and data submitted by offerors to this Request for Proposal.

E. NON-COLLUSION

Offerors shall fully certify that they, as individuals or as officials of a business entity, have not entered into any agreement, participated in collusion, or otherwise taken any action in restraint of free and competitive responses to this Request for Proposal. Further, offerors guarantee that their response is not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced in any manner or taken any action to result in a restriction of trade or in an unfair advantage.

F. CONFLICT OF INTEREST

Offerors must disclose with their proposal the name of any officer, director, or agent who also is a Glenn County employee or Board Member. Offerors must disclose the name of any Glenn County employee or Board Member who owns, directly or indirectly, an interest in 5 percent or more in the offeror's company or any of its branches. Offerors shall certify that their response to this RFP is impartial, at arm's-length, and free of any conflict of interest, unfair advantage, or personal benefit to any Glenn County official.

G. NO OBLIGATION

This RFP does not commit the County of Glenn to contract with any respondent to this RFP. There is no guarantee of any respondent receiving an award of contract as a result of submitting a response to this RFP.

H. NON-DISCLOSURE

Information made available to respondents by the County of Glenn shall be used only for purposes related to responding to this RFP and shall not be used for any other purpose without the express written consent from the County. Respondents to this RFP unequivocally agree to assume responsibility for protecting and safeguarding the confidentiality of Glenn County records that are not public information.

PART III SCOPE OF WORK

A. RFP NEED

Each department within the County of Glenn has a powerful technology infrastructure currently consisting of approximately 550 computers and 75 printers within separate local area networks connecting sites in both Orland and Willows locations. The County is working on networking all county departments within a wide area network, but that is a project that will be completed at a later date.

The County of Glenn is coming to the conclusion of the current countywide copier lease and service/maintenance agreement and intends, through this RFP process, to procure a vendor who can provide a cost effective proposal to meet the county's copying/imaging needs, while possibility refreshing or upgrading individual departments needs when their current copier lease comes to an end.

To achieve this end, the County requests proposals from highly qualified and capable imaging and document management providers to offer an countywide imaging solution incorporating leading edge technological advances and state of the art features in compliance with the requirements contained in this procurement document.

The successful offeror will offer a range of services tailored to the specific needs of the County. The successful offeror will accomplish the objectives, purpose, and scope of work requirements stated herein. The offeror's proposal must be comprehensive and include a proposed strategy and cost schedule for all services.

B. SCOPE OF WORK

Offerors responding to this RFP are encouraged to be very specific and detailed in their responses to the following Scope of Work. Responses to this RFP will be evaluated for proposal quality, comprehensiveness, responsiveness and cost efficiency.

The following service, support and equipment functionality requirements are mandatory items for this RFP.

- 1) Vendor must be able to deliver and install ordered copiers according to the ordering department's delivery and installation schedule or needs. Vendor will coordinate copier placement/removal with each individual County department; there is no central purchasing office in Glenn County.
- 2) Price for all items must include:
 - a. Each unit will come fully loaded with staples and toner required for immediate use upon delivery

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- b. User training
 - c. Shipping and delivery fees
 - d. On site set up
 - e. Configuration
 - f. Maintenance and warranty to be all inclusive for the entire term of the contract
 - g. Network installation, in collaboration with County IT staff, of new copiers with print drivers and all necessary software for printing direct
- 3) Vendor must provide a certificate of liability insurance as state in Part II, Section A, listing the County of Glenn as an additional insured. This certificate must accompany your proposal package.
- 4) During the entire term of contract, a response time of four (4) hours or less after notification of the problem, is required. Resolution to the satisfaction of the County must be within one working day. During normal working hours (between 8:00 am and 5:00 pm Monday through Friday, excluding holidays). The vendor shall respond to verbal service calls within four (4) working hours after notification of malfunction and contractor shall respond within two (2) working hours to “critical needs”. In cases where any copier cannot be repaired within forty eight (48) working hours after notification of malfunction as detailed above, the vendor shall provide a replacement machine of equal or greater capability within eight (8) additional working hours until the repair of the original machine is completed.
- 5) LEMON CLAUSE: During the contract period, should the repair record of any copier reflect a downtime of 10 percent or more of the normal working days in two consecutive months, the vendor shall replace the copier with another new copier. The replaced copier will not be placed back into service with the County of Glenn.
- 6) This proposal shall accommodate the addition, relocation, and elimination of copiers as needed by the County of Glenn. During the term of the awarded contract any lease agreement entered into by any county department will be at the same proposal terms and conditions as was included in the original proposal package.
- 7) Individual County departments will determine what size and type of machine they require. Please print off two of each of the attached Mandatory Proposal Requirement sheets for each of the sizes (30/60) requested and include your proposals for a black/white copier and a color copier in each size.
- 8) As the County has some unique challenges within the County vendors are encouraged to offer additional solutions to the County’s copying/imaging needs. The Mandatory Proposal Requirements Sheets included herein, shall be completed by all vendors responding to this RFP, and if so desired, respondents may include additional proposal information as long as the mandatory requirements have been met.

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Please submit your response labeled: **Project Scope of Work.**
Mandatory Proposal Requirements Essential to the Project

Group I Machines: Minimum Copy Speed of 60 Copies per Minute

VENDOR/MODEL NAME AND NUMBER:

(Note: All vendor price responses must be recorded on this sheet. As the County would like to consider alternatives and other creative solutions, vendors may include other data or price sheets in addition to the following mandatory proposal requirements.)

| Component | Meets | Exceeds | Does Not Meet |
|--|-------|---------|---------------|
| Minimum copy speed of 60 pages per minute with minimum scanning speed which is a minimum of 80% of copying speed. Indicate copying speed (ppm): _____ Indicate scanning speed (ppm): _____ | | | |
| Maximum monthly impression volume meets 350,000 Indicate monthly impression volume of proposed machine: _____ | | | |
| Minimum DPI resolution of 600/600 or greater. Indicate DPI resolution of proposed machine: _____ | | | |
| Minimum 25-200% magnification range. Indicate magnification range of proposed machine: _____ | | | |
| Sheet size range requirements: Small-8 ½ x 11 : Large 11 x 17 Indicate sheet range of proposed machine: _____ | | | |
| Normal paper weight minimum requirement is 17-32 lb bond; by-pass tray capability up to 90 lb index. Indicate paper types accepted by proposed machine: _____ | | | |
| Proposed price includes delivery, set-up, training, service/maintenance and toner. | | | |
| Minimum ADF Capacity of 60 sheets per minute Indicate ADF Capacity of proposed machine: _____ | | | |

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| | | | |
|---|--|--|--|
| # of paper trays/capacity: Number of trays _____ Capacity of each tray _____ By pass tray capacity _____ | | | |
| Proposed machine must have automatic, unlimited trayless duplexing capacity for one or two-sided originals | | | |
| Proposed machine must have the capacity to automatically finish with one or two staples through a minimum of 50 pages. | | | |
| System minimum memory requirement is 120G/384MB hard drive with the possibility of expansion. Indicate the proposed machine's memory: _____ Indicate if the system memory is expandable: _____ | | | |
| Proposed machine must be capable of supporting the following Interface and Network requirements: Network ready via IP CAT5E or CAT 6 TCP/IP; DHCP; Microsoft Activity Directory Integrated; Windows XP; Windows 7; Vista; Windows Server 8; Azure | | | |
| Lease price per month: | | | |
| Cost per copy for service/maintenance: | | | |

Please submit your response labeled: **Project Scope of Work.**
Mandatory Proposal Requirements Essential to the Project

Group II Multi-Function Printer: Minimum Copy Speed of 30 Copies per Minute

| Component | Meets | Exceeds | Does Not Meet |
|--|-------|---------|---------------|
| Minimum copy speed of 30 pages per minute with minimum scanning speed which is a minimum of 80% of copying speed. Indicate copying speed (ppm): _____ Indicate scanning speed (ppm): _____ | | | |
| Maximum monthly impression volume meets 150,000 Indicate monthly impression volume of proposed machine: _____ | | | |
| Minimum DPI resolution of 1200 x 1200 or greater. Indicate DPI resolution of proposed machine: _____ | | | |
| Minimum 25-200% magnification range. Indicate magnification range of proposed machine: _____ | | | |

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| | | | |
|---|--|--|--|
| _____ | | | |
| Sheet size range requirements: Small-8 ½ x 11 : Large 11 x 17 Indicate sheet range of proposed machine: _____ | | | |
| Normal paper weight minimum requirement is 17-32 lb bond; by-pass tray capability up to 90 lb index. Indicate paper types accepted by proposed machine: _____ | | | |
| Proposed price includes delivery, set-up, training, service/maintenance and toner. | | | |
| # of paper trays/capacity: Number of trays _____ Capacity of each tray _____ By pass tray capacity _____ | | | |
| Proposed machine must have automatic, unlimited trayless duplexing capacity for one or two-sided originals | | | |
| Proposed machine must have the capacity to automatically finish with one or two staples through a minimum of 30 pages. | | | |
| System minimum memory requirement is 256MB hard drive with the possibility of expansion. Indicate the proposed machine's memory: _____ Indicate if the system memory is expandable: _____ | | | |
| Proposed machine must be capable of supporting the following Interface and Network requirements: Network ready via IP CAT5E or CAT 6 TCP/IP; DHCP; Microsoft Activity Directory Integrated; Windows XP; Windows 7; Vista; Windows Server 8; Azure | | | |
| Lease price per month: | | | |
| Cost per copy for service/maintenance: | | | |

Respondents should include responses to the following questions in their proposal package; respondents are encouraged to describe in detail all added value or additional services or benefits available and offered at no cost to the County in their proposal package.

Please submit your response labeled: **Project Scope of Work.
Information Essential to the Project**

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- Describe the services your company is proposing?
- What tools will you use to monitor and report on the County's copy/print output usage? Describe the tool and the available reports.
- What tools you will use to install, configure, trouble-shoot and managed our environment? Discuss or describe.
- Describe how your software tool is used to pre-configure and auto-configure drivers.
- Describe how your software tool will discover PC/MAC and network connected printers.
- Describe how your software tool will provide the ability to automatically update software.
- Does the tool include configurable service alerts, links to instant support and trouble ticket generation? Describe.
- Can the tool be used to remotely reset a copier/printer?
- Describe the security administration tools that are a part of your company's proposed solution.
- Describe any third-party products that are required for security administration.
- Respondents to this Request for Proposal are required to demonstrate, and include with their submissions to this RFP, a full and complete company profile, to include, but not be limited to: the date of establishment, mission statement, type and confirmation of company's legal entity form, company's organizational structure/chart, principals' names and titles, company size in relation to industry, number of employees, company history, financial position, and all relevant current and past experience on similar projects, including the respondents overall experience in providing imaging/copying solution services for a local government entity (entities).

C. EVALUATION CRITERIA

The County of Glenn advertises this RFP as an opportunity for interested and qualified firms specializing in copying/imaging services to submit responses consistent with the scope of work stated herein. Respondents to this RFP are encouraged to submit their most comprehensive, innovative, and creative proposals for a countywide imaging solution for the County of Glenn. All responsive proposals will be carefully reviewed and evaluated for responsibility, business strength, qualifications, expertise, demonstrated experience and highest and best value to the County with consideration to quality, approach, timeliness, dedicated personnel, and value added (if any). Proposal conformance to RFP instructions, terms, conditions, and requirements is critical to offeror responsiveness.

The County of Glenn may, at its sole discretion, select or reject all or portions of the service(s) proposed from responsive offerors. As a part of the evaluation process, the County of Glenn may find it necessary to evaluate the addition or deletion of components of an offeror's proposal in order to make equivalent comparisons to other proposals. The County of Glenn will select the offeror whose proposal determines best meets the needs of the County, based on the requirements and evaluation criteria set forth herein.

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The determination of the successful proposal will be based upon information supplied by the offeror in the RFP response and upon other information that will be obtained by the County as it deems necessary. The lowest-cost proposal submitted may not necessarily be determined to be the most responsive and responsible proposal when all factors have been considered. However, the quoted price is an important factor in the determination of the selected proposal.

D. REQUIRED DOCUMENT CHECK LIST

IMPORTANT NOTICE: Failure to provide the information and/or documentation required in this solicitation will cause the submission to be declared non-responsive and rejected.

Refer to Part I, Section F, Page 7, for additional information on the format and submission of proposals.

Respondents are required to submit one (1) original and two (2) copies of their response. Responses must be submitted on 8 ½" x 11" single-sided paper. Respondents must reply in a narrative to each requirement and question in the "Information Essential to the Project" section. "Understand and comply" responses are not acceptable. All RFP submissions must include the following items and attachments in the order specified below:

- The Request for Proposal document, Countywide Imaging Solution (MUST BE the first document in the submission)
- Table of Contents for your submission
- Project Scope of Work
- Certificate of Insurance, listing the County of Glenn as an additional insured
- Answers to the "Information Essential to the Project" questions.
- Added Value (if applicable)
- W-9
- Remember: Two (2) Copies plus an Original, all in 3-ring binders with tabs separating the required sections.