



**City of Jonesboro
Office of the City Manager**

**REQUEST FOR PROPOSALS FOR
MANAGED PRINT SERVICES**

(22-0012)

Issue Date:

August 3, 2022



CITY OF JONESBORO
OFFICE OF THE CITY MANAGER
124 North Avenue
Jonesboro, GA 30236
(770) 478-3800 FAX (770) 478-3775

Date Issued: August 3, 2022
Bid Number: 22-0012

REQUEST FOR MANAGED PRINT SERVICES
Jonesboro, Georgia 30236

SECTION 1: INTRODUCTION & AREA HISTORY

The City of Jonesboro currently has two (2) multifunction copiers at the City Hall location and Police Department and ten (10) additional printers located in offices used as personal office printers throughout the organization. The City of Jonesboro cannot predict actual volumes per device and makes no guarantee regarding total print volume during the term of this contract. The city seeks a vendor who can provide service in an efficient and consistent manner. The city is interested in procuring purchase and service of six (6) networked printers that will best serve our end-users. As the City works to move into a new administrative facility, it is our goal to ensure that we are economizing our infrastructure while minimizing costs. The city has approximately 55 staff/end users that will need to be supported.

City of Jonesboro requires a printing solution that provides compatibility with:

- Dell OptiPlex 5400 AIO
- Dell OptiPlex 7800 AIO
- Apple iPad 2's and higher (7)
- Windows file servers running Server 2008 R2, virtualized

SECTION 2: SCOPE OF SERVICES

City of Jonesboro is soliciting proposals for managed services for five (5) network printers. Specifically, with engaging with the successful bidder, the city desires to:

- Contract with one vendor to provide equipment, supplies, and service of all in-scope networked printers at all locations.
- Ensure high level of quality service and responsiveness for repairs and maintenance.
- Reduce costs by consolidating printing volume and implementing other cost-saving methods while maintaining the level of quality and availability needed from these devices by city staff.
- Minimize the number and makes\models of network printers.
- Implement solutions that accommodate confidential printing, user quotas, and other techniques designed to reduce unintended or misdirected printing.
- Continued optimization of program throughout the contract term.
- Ensure customer service and implementation assistance through dedicated account management,

implementation project managers, and dedicated technical support.

- Provide printing support for the varied computing devices throughout the Jonesboro City Center.
- Provide a central point of administration for remote management of all in-scope devices that include, but are not limited to collecting data, generating reports, generating alerts based on low supply levels, and alerts based on malfunctioning or failed components.

The project scope will include:

1. Review current printer distribution and recommend managed solution across the city.
2. Provision comprehensive solution including, but not limited to printers, management application(s), printer consumables, parts, and repairs
3. On-going asset management
4. Proactive device maintenance
5. Reporting that tracks service calls, service history, end-user printer usage, TCO / Inventory / Service Management
6. Guaranteed service within an agreed amount of time
7. Quality technicians
8. Aggressive and beneficial pricing structure
9. Monthly billing
10. Comprehensive business reviews at intervals no less than quarterly
11. Explanation of installation services deemed necessary for a successful implementation
12. A solution to include the ability to track usage and control access to color printers.

SECTION 3: SERVICE & SUPPORT

Initial deployment of equipment and applications will be coordinated with City of Jonesboro IT Department, with all resources in place and fully operational preferably by August 30, 2022.

After initial placement of printers, changes of equipment shall take place at no cost to the City of Jonesboro. Proposed replacement equipment must be comparable or higher in capability to the equipment being replaced.

Service response times shall be as follows:

- Regular maintenance will be at the discretion of the vendor if it does not cause the equipment to cease working.
- Trouble tickets: 4 hours on all in-scope machines. The 4-hour requirement is calculated from the time the first phone call is made for support to the vendor until the appropriately trained technician is on site.

SECTION 4: EVALUATION AND SELECTION PROCESS

4.1 Highest Responsible Bidder: The City will make the award in accordance with Georgia law to the most responsible bidder meeting the terms and conditions as set forth herein.

4.2 Proposal Evaluation Process:

4.2.1. Initial Classification of Proposals

During the evaluation phase, the City will form an evaluation team comprised of the City Manager, Mayor and the IT Specialist to initially review and screen the proposals for responsiveness to this RFP. Proposals determined to be technically non-responsive or not as responsive as other proposals, may be eliminated at this point. Proposals passing this initial screening will be contacted for an interview to clarify specific

matters presented in the proposals. These discussions will allow respondents to elaborate on his/her proposal and to request other pertinent information. The City Manager & Mayor will use information gained during these discussions, and information presented in the proposal, to rank proposals in accordance with criteria stated in the RFP. One or more interviews, may be required by the City Manager before rendering a decision. The following factors will, at a minimum, be considered during the proposal evaluation process:

- Qualifications, experience, and capabilities of the team;
- Responsiveness to the purposes and objectives of the RFP;
- Overall project quality and projected end value at completion;

All other provisions of the RFP will also be considered. At this time, the City has not formally established weighting criteria for the above factors. Proposers can reasonably assume that factors related to the overall sale terms, hardware and software, experience and financial strength of the development team, are closely related and will be given equal consideration. The City Manager will complete the evaluation process and offer recommendations to the Jonesboro City Council concerning the ranking of proposals and the selection of a preferred proposer or developer for further negotiation. The City Council will be responsible for the final selection. Upon selection of a preferred vendor, the City Council may delegate responsibility to the City Manager to negotiate a contract for procurement.

SECTION 5: SCHEDULE OF EVENTS

Deadline for August 26, 2022 at 5:00 p.m.

Questions/Comments

Proposal Opening: Thursday, September 1, 2022 at 2:30 p.m (EST) at the Office of the City Manager, 124 North Avenue, Jonesboro, GA 30236

5.1 Proposal Submission Deadline and Opening

To be considered, proposals must arrive at the City of Jonesboro, Office of the City Manager at 2:30 PM on Thursday, September 1, 2022. Respondents are required to submit three (3) sets of complete documents and one electronic copy via usb, all copies to be signed in blue ink by the respondent's contractually binding authority. All proposals are to be inserted in a sealed envelope and clearly marked on the outside with the proposal RFP – Managed Print Services, and the submitting proposer's name, addressed and delivered by the date specified to:

Ricky L. Clark, Jr.
Attn: RFP – Managed Print Services
City Manager, City of Jonesboro
124 North Avenue
Jonesboro, Georgia 30236

5.1.1. Any proposals received after the stated time and date shall not be considered. It shall be the sole responsibility of the Applicant to have their proposal delivered to The City of Jonesboro for receipt on or before the above-stated time and date. The time/date stamp clock located in the City Manager's Office shall serve as the official authority to determine the lateness of any proposal. The proposal delivery time shall be strictly observed. If the U.S. Postal Service sends a proposal, the Applicant shall be responsible for its timely delivery to City Hall. Proposals delayed by the mail shall not be considered, and arrangements shall be made for their return at the Applicant's request and expense. Under no circumstance shall bids

delivered after the specified time be considered.

5.1.2. Respondents must submit a complete response to this request for proposal (RFP) using the format outlined herein. The Proposer shall include all documents necessary to support its proposal and include them with its proposal. The Proposer shall make no other distribution of proposals directly to City officials. Materials or information received from a prospective respondent as a result of an addendum by the City Manager shall not be considered a violation of this paragraph if received prior to the submission deadline.

5.1.3 At the above-designated time and date, the City Manager will read aloud and list the names of all proposers. No other information will be disclosed at that time. All information received in response to this RFP, including copyrighted material, is deemed public information and will be made available for public viewing and copying shortly after award with the following four (4) exceptions: (1) bona fide trade secrets meeting confidentiality requirements that have been properly marked, separated, and documented; (2) matters involving individual safety as determined by the City; (3) any company financial information requested by the City to determine vendor responsibility, unless prior written consent has been given by the vendor; and (4) other constitutional protections.

5.1.4. Upon opening the sealed proposals received in response to this RFP, the City Representative in charge of the solicitation will review the proposals and separate out any information that meets the referenced exceptions in Section 5.1.3 above, providing the following conditions have been met:

- Confidential information is clearly marked and separated from the rest of the proposal;
- The proposal does not contain confidential material in the cost/price section; and

Offerors must be prepared to pay all legal costs and fees associated with defending a claim for confidentiality in the event of a “right to know” (open records) request from another party.

5.1.5. The City will begin the review of proposals immediately after the submission deadline. During the evaluation phase, the City Manager will establish an evaluation team to review the proposals against the technical requirements of this RFP and make a recommendation. It is anticipated that the City Council would take action on the evaluation team’s recommendation at the next available public meeting. At such time, the selected Proposer and the City would proceed to sign a contract for sale in accordance with the contents of the selected response.

The City reserves the right to request additional information or to clarify submitted information, to alter the procedures for selection, or to reject any and all proposals, and to waive any informalities or irregularities in the procedure. Please contact us with any questions you may have prior to the submission deadline.

SECTION 6: TERMS AND CONDITIONS

6.1 Clarification of Submittals

The City reserves the right to obtain clarification of any point in a respondent submittal or to obtain additional information.

6.2 Compliance with City, State and Federal Laws and Permit Requirements

The successful Proposer shall comply with all rules, regulations (health, fire and safety), laws and permitting requirements of the City of Jonesboro, the State of Georgia, the Environmental Protection Agency (EPA) and the U.S. Government, now in force or hereafter to be adopted.

6.3 Licenses and Permits and Taxes

The successful Proposer shall abide by all ordinances and laws pertaining to this operation and shall secure, at his or her expense, all licenses and permits necessary.

6.4 Assignment and Subcontracting

The successful Proposer may not sell, sub-contract or otherwise transfer its interest in a final contract without the prior written consent of the Jonesboro City Council.

6.5 Indemnification

The successful Proposer agrees to indemnify and hold harmless the City, its agents, assigns, and employees from and against all claims, demands, liabilities, suits, judgments and decrees, losses, and costs of expenses of any kind or nature whatsoever on account of injuries to or death of any person or persons or damage to any property occurring directly or indirectly from the performance of work hereunder by the Proposer or its employees, agents, servants, associates or subcontractors however such injuries or death or damage to property may be caused.



PROPOSAL FORM COVER SHEET

SUBMITTED TO:

The City of Jonesboro
Attn: Ricky L. Clark, Jr., City Manager
124 North Avenue
Jonesboro, Georgia 30236

Responses must be received by 2:30 p.m. on September 1, 2022.

The time/date stamp clock located in the Office of the City Manager shall serve as the official authority to determine lateness of any proposal. The above response deadline shall be strictly observed. Under no circumstance shall proposals delivered after the specified time be considered. Such proposals will be returned unopened.

Typed and/or print information

SUBMITTED BY:

Name: _____

Firm: _____

Address: _____

Telephone: _____

Email _____

Other # _____

I am fully aware of the requirements established by the City for selection of a developer and accept these requirements. The attached information is complete and accurate.

Print Name

Signature

Title

Date