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**Village of Sugar Grove Request for Proposal for  
Multi-Function Devices/Copiers/Printers: Equipment and Maintenance**

**I. General Requirements**

**a. Introduction and Mandatory Terms**

The Village of Sugar Grove ("the Village") will receive proposals from Office Equipment Vendors ("Vendors") to provide copiers and maintenance of the leased equipment. The Village expects to replace all three of its current copiers currently under lease agreements. The Village is also looking at an optional plotter.

In an effort to take advantage of economies of scale, the Village is also requesting that vendors include in the proposal the replacement of two units at the Sugar Grove Library ("the Library"). The two entities are on separate networks and will be billed as two separate accounts. As noted in Section III-A-7 Cost Proposal, a proposal must include the Village and Library together as well as separately in the event the Village and Library pursue different options. All requirements listed pertain to both the Village and the Library.

Proposals will be accepted at the Village of Sugar Grove, 10 S. Municipal Drive, Sugar Grove, Illinois, 60554, Monday through Friday, 8:00 A.M. to 4:30 P.M. Each vendor shall provide one (1) hard copy of their proposal in a sealed envelope titled "RFP-COPIER 2019," as well as one (1) electronic proposal via email to [amurphy@sugargroveil.gov](mailto:amurphy@sugargroveil.gov). Hard copies of the submission must be postmarked by July 25, 2019. Email submissions will be accepted until the close of business on July 25, 2019 at 4:30 pm. Proposals that are received by the Village after the specified time will not be accepted.

Proposals will be reviewed and the results of the review will be presented to the Village Board of Trustees of the Village of Sugar Grove.

Inquiries regarding this RFP shall be directed to:

Alison Murphy, Senior Management Analyst, [amurphy@sugargroveil.gov](mailto:amurphy@sugargroveil.gov)

Written questions must be submitted no later than July 18, 2019 at 4:30 p.m. Responses will be emailed to all vendors who provide an email and also posted to the Village website, [www.sugargroveil.gov](http://www.sugargroveil.gov) as received, with the final responses provided no later than July 22, 2019.

**b. Vendor Notification**

Vendors will be notified in writing of further inquiries and/or decisions

c. Award of Contract

The contract will be awarded in whole or in part to the responsible vendor whose proposal, conforming to the request for proposals, will be most advantageous to the Village and Library; price and other factors considered.

d. Taxes Not Applicable

The Village of Sugar Grove, as an Illinois municipality, pays neither Illinois Sales Tax nor Federal Excise Tax (State Tax Exemption Identification Number E996-0672-05). Vendors should therefore exclude such taxes from proposals.

e. Competency of Vendor

The Village will reject any proposal from any person, firm or corporation that appears to be in default or arrears on any debt, agreement or the payment of any taxes. The Village will make such investigations as necessary to determine the ability of the vendor to fulfill proposal requirements. If requested, the vendor should be prepared to present evidence to the Village of Sugar Grove of ability and possession of necessary financial resources to comply with the terms and scope of services.

f. Subletting of Contract

No agreement awarded by the Village of Sugar Grove shall be assigned in whole or in part without the written consent of the Village of Sugar Grove. In no case shall such consent relieve the vendor from its obligations or change the terms of the agreement.

g. Village Ordinances

The Vendor will strictly comply with all Ordinances of the Village of Sugar Grove and Village Code and laws of the State of Illinois.

h. Governing Law

All agreements entered into by the Village of Sugar Grove are governed by the laws of the State of Illinois without regard to conflicts of law. Any action brought to enforce an agreement with the Village of Sugar Grove must be brought in the state and federal courts located in Kane County, Illinois.

i. Terms of Agreement

The desired term of the equipment lease and maintenance agreement shall be for five (5) years.

## II. Specific Requirements

These detailed specifications are for the office equipment requested and maintenance of such equipment as identified in Section I of the Request For Proposals.

The Village is currently under a lease that are near expiration. A full inventory, including the Library units, is provided as Attachment A. The Village desires to lease new equipment having identical or similar functionality to the equipment listed on the inventory summary.

A. General Technical Requirements for Copier/Printer Functionality in Multi-Function Units

At a minimum, all units shall be:

- newly manufactured with no used or refurbished parts

- capable of scanning no less than 600 dpi
  - direct to one or more email addresses as well as to a network file folder
  - in black and white and color
  - format must be an industry standard (e.g., PDF) and configurable iv. capable of faxing
- must include fax boards
- capable of two-sided copying/scanning
- capable of date stamping
- capable of three hole punching
- capable of stapling minimum 50 sheet capacity
- capable of sorting/collating
- capable of reducing or enlarging
- capable of secured use and/or control
- capable of allowing functionality based on user
- capable of centralized management of user access and privileges
- capable of allowing for individual user codes to track usage
- capable of printing to a repository to be able to be released at any device in the fleet
- capable of handling 8 ½ X 11, 8 ½ X 14, 11 X 17 and 12 X 18 paper sizes for a minimum of 500 per type.
- capable of automatic feeding of at least 100 sheets
- capable of feeding envelopes for black and white printing
- capable of network functionality
- capable of duplex printing
  
- copy and print speeds should be recommended based off current volumes
- sheet capacity should be recommended based off current volumes

C. Technical requirements for optional plotter

- must use dye based ink
- color and black and white plotter
- 36" wide paper role
- One roll
- Print only plotter
- Must print from PDF and CAD

D. Copier Models

All new copiers must be of the same brand in order to maintain a uniform fleet.

E. Reporting Requirements

a. Usage

Must provide reports of copy and print counts based on user and functional department for defined dates and times.

F. Maintenance Requirements

a. Monitoring

All units will be networked and will be monitored electronically for repair and toner/ink status. Machine must order toner on its own.

b. Repairs

Vendor shall guarantee the availability of replacement parts, applicable accessories and equipment within four (4) hours of such report. If a defect(s) remains unresolved for a period of 48 hours or more, the vendor will provide the Village of Sugar Grove with a comparable loaner unit, including installation, at no charge.

G. Delivery and Installation of equipment

a. Start of Contract

The vendor shall state in its proposal the number of business days necessary for delivery and installment of equipment. Vendor must detail all anticipated expenses that will be incurred by the Village of Sugar Grove for the delivery and installation of equipment. The Village will not be liable for expenses not detailed in the RFP response. The vendor shall invoice the Village for delivery and installation upon written acceptance of the equipment by the Village.

b. Training and materials

Delivery and installation cost shall include on-site training by a fully qualified representative of the vendor. All user manuals and operating guides shall also be provided with the equipment. The date of the equipment training shall be chosen by the Village after delivery and installation.

c. End of Contract

The vendor shall be responsible and state any costs associated with deinstallation and haul away of equipment at the end of the lease, including the destruction or erasure of data contained on copier hard-drives. The Village will not be liable for any costs not specifically detailed in your RFP response.

If a proposer cannot meet any of the specifications, expectations or services in Section II, or takes exception to any of the terms or conditions presented, these exceptions should be distinctly noted in the appropriate sections. If no exceptions are presented, the Village will assume full capabilities as described in Section II.

### III. RFP Response Instructions

A. Proposal Format

Proposals should be prepared simply and economically, providing a straight-forward, concise description of proposer capabilities to satisfy the requirements of this request.

For each submission, special bindings, colored displays, promotional materials, etc., are not desired. If using tabs please ensure each tab is labeled with a number or letter.

Emphasis should be placed on completeness, simplicity, and clarity of content. All proposal responses should be in the following format:

1. Cover Letter
2. Table of Contents
3. Proposer Background
4. Proposed Scope of Service
5. Proposed Schedule of Implementation

6. References
7. Cost Proposal
8. Attachments

The desired information for each of these sections is described below.

1. Cover Letter

The cover letter should contain the name of the proposer (and/or third party vendors), the address of the proposing officer(s), and the contact individual(s) authorized to answer technical, price, and contract questions. Contact information should include telephone number, fax number, mailing address, and email address. The cover letter must be signed by a person or persons authorized to bind the proposer(s).

2. Table of Contents

The contents of the proposal shall be included in an index at the beginning of the proposal to include all contents and attachments.

3. Proposer Background

This section should include the full name and principal address of the proposer. Include the state in which the vendor is incorporated to operate and the date of incorporation, if applicable.

The Village requests that proposing vendors provide the names of a designated account executive or relationship manager, as well as an alternate. The designated account executives must have the authority to make timely decisions in the normal course of business. In addition, describe the organization and any additional staff team which would service the account. Provide a listing of the entire proposed staff team, including name, title, and length of service with the vendor. Additional qualifications and experience on similar accounts may be included.

4. Proposed Scope of Services

Clearly and succinctly describe the scope of services to be provided. Please provide a table in MS-Excel format including:

- a. List each unit summarized in Attachment A with recommended replacement unit. Please include a full description and model number.
- b. Maintenance, servicing costs and service level details. Service must be listed separately from lease and spelled out as cost per copy.
- c. Details as to your service levels, response times, number of technicians serving this area and problem reporting methodologies.
- d. Costing/financing options.
- e. Technical specifications on the following:
  - Imaging/feeder speed
  - Printing speed

- Copies/Output to schedule maintenance
- f. Detailed and itemized pricing to include:
- Monthly lease payment details
  - Total copies included (for maintenance, etc.)
  - Per copy charge for overages

If there are any services offered in addition to what the Village has requested that may be of interest to the Village, please describe those in an additional subsection at the end of your response to the scope of services.

5. Proposed Schedule of Implementation

Describe the conversion plan you would coordinate to ensure a smooth transition from the current provider. Discuss the implementation effort and lead time that would be required to establish the services requested in this RFP. Include the detailed steps involved and your proposed schedule for meeting each step.

6. References

Provide a list of client references of similar sized and/or municipal accounts which the proposer has served over the past two years and is currently serving. Provide no fewer than three references. Provide a contact person, telephone number, and email address for each reference customer.

7. Cost Proposal

All proposers must provide a “fully-loaded” cost per page analysis with clearly stated cost driver assumptions (equipment lease, maintenance, etc.). Proposers may choose to present cost information in another format, however, proposers may be eliminated from consideration if the requested simplified number is not communicated. The cost per page analysis must include a cost proposal for the Village and Library together as well as separately in the event the Village and Library pursue different options.

For services not specifically requested herein, but which the proposer charges fees, or where a different level of service is proposed, the proposer shall provide a description of the service and the proposed fee structure. It is the proposer’s responsibility to insert those items in a clear and understandable format. Ancillary services should be priced in a separate cost table and should not be included in the total proposed cost included in the Scope of Services as requested.

The Village reserves the right to remove any individual service contained in the RFP if based on analysis, the fees for providing such service are excessive, or if the service proposed can be performed in an alternative manner.

Proposing vendors are required to provide an annualized total for all service charges based on the assumed cost drivers. Whenever possible, proposers should provide a discussion of the particular cost drivers and the impact changes in activity may have on cost.

8. Attachment A - Existing Inventory of Copiers – Village and Library

#### **IV. Proposal Evaluation**

Proposals will be evaluated by Village staff. Evaluation will be based on criteria outlined herein which may be weighted by the Village in a manner it deems appropriate. All proposals will be evaluated using the same criteria and weighting. The criteria used will be:

A. Responsiveness to RFP

The Village will consider all the material submitted to determine whether the proposer's offering is in compliance with the RFP.

B. Ability to Perform Current and Projected Required Services

The Village will consider all the material submitted by each proposer, and other relevant material it may otherwise obtain, to determine whether the proposer is capable of and has a history of successfully completing contracts of this type.

C. Experience and Relevant Knowledge

The Village will assess the experience and relevant knowledge of the proposed dedicated team of personnel.

D. Financial Stability

The Village may conduct analysis to examine the proposer's creditworthiness.

E. References

The Village may contact references directly to inquire about the quality and type of services currently being provided to other customers.

F. Cost Proposal

The Village will evaluate aggregate services based on the overall cost effective approach to providing the services requested in this RFP.

G. Optional Interviews and/or Site Visits

The Village may, at its sole option, conduct interviews and/or site visits as part of the final selection process.

**Village of Sugar Grove Request for Proposal for  
Copiers, Multi-Function Devices and Printers: Equipment and Maintenance**

**Attachment A  
Existing Inventory of Copiers**

<b>Device Make/Model</b>	<b>Location</b>	<b>Total AMV</b>	<b>BW AMV</b>	<b>Color AMV</b>
Konica Minolta C554E Copier	Village Hall - Admin	7,241	5,494	1,747
Konica Minolta C364E Copier	Village Hall - Police	3,843	2,241	1,602
Konica Minolta C454E Copier	PW/Com Dev	4,554	2,372	2,182
Bizhub C253 Copier	Library - Public Use	1,040	1,000	40
Bizhub C454 Copier	Library - Staff Use	4,000	2,000	2,000