

CITY OF HALLSVILLE, MISSOURI
REQUEST FOR PROPOSAL & QUALIFICATIONS
25-04



COPIER/SCANNER/PRINTER LEASE AND
MANAGED PRINT SERVICES

SUBMITTAL DEADLINE

May 7, 2025 at 3:00p.m.

REQUEST FOR PROPOSALS FOR MULTIFUNCTION COPIER/SCANNER/PRINTER LEASE AND MANAGED PRINT SERVICES

The City of Hallsville (“the City”) invites proposals from qualified, competent, knowledgeable, and experienced multifunction copier/scanner/printer/fax lease and managed print service companies that will provide full-service copy/scanner/print/fax equipment and managed print services and administer the duties and responsibilities set forth in this Request for Proposals (“RFP”), in compliance with all applicable laws, regulations, policies and procedures. Firms submitting proposals must be prepared to enter into a lease agreement (“Agreement”) for the provision of equipment and services and duties as set forth in this RFP.

RFP Title: Multifunction Copier/Scanner/Printer/Fax Lease and Managed Print Services

Contact: Kenyetta Ridgway-Sample
City Administrator
202 Hwy 124-E
Hallsville, MO 65255
573-696-3885
cityhall@hallsvillemo.org

Submission Deadline: Proposals will be accepted until 3:00 pm on Wednesday, May 7, 2025.

Submission Format: Proposals may be hand delivered, mailed, or sent electronically. If hand delivered or mailed, the envelopes must be marked:

“BID FOR MULTIFUNCTION COPIER/SCANNER/PRINTER/FAX LEASE AND MANAGED
PRINT SERVICES”
ATTN: KENYETTA RIDGWAY-SAMPLE

If mailed or hand delivered, responses should be sent to:
City of Hallsville
202 Hwy 124-E Hallsville, MO 65255

Electronic versions should be sent to:
cityhall@hallsvillemo.org

Bid proposals not received by the specified date and time will be rejected.

THE CITY RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS FOR ANY REASON.

I. REQUIREMENTS

The selected firm shall lease and provide to the City all the necessary equipment and services to fulfill its duties and obligations. Duties and obligations include but are not limited to, provision of the following:

A. Required Equipment

1. The City requires two (2) multifunction copier/scanner/printer/fax machines to be located at the City Hall building. One machine in the front office, and one machine in the Police Department. These machines must be capable of printing in color and black & white.
2. ALL multifunction copier/scanner/printer/fax machines must be from the same manufacturer and operate in a manner similar to one another
3. ALL multifunction copier/scanner/printer/fax machines must be capable of producing double-sided prints/copies.
4. ALL multifunction copier/scanner/printer/fax machines rated at a speed of 50 prints per minute (ppm) and faster are required to have the capability of printing on stock ranging from 20 lb. bond to 110 lb. index, on sizes letter (8 ½ X 11), legal (8 ½ X 14) and ledger (11 X 17).
5. ALL multifunction copier/scanner/printer/fax machines shall have full offset stacking and finishing (stapling only) capabilities
6. ALL multifunction copier/scanner/printer/fax machines shall possess an automated document feeder, with a minimum capacity of 50 sheets of 20 lb. bond paper.
7. ALL multifunction copier/scanner/printer/fax machines shall have a bypass tray for the purpose of printing on specialized stock.
8. ALL multifunction copier/scanner/printer/fax machines shall be capable of enlarging documents in preset increments to a minimum of 200%.
9. ALL multifunction copier/scanner/printer/fax machines shall be capable of reducing documents in preset increments to a minimum of 64%.
10. ALL multifunction copier/scanner/printer/fax machines shall have zoom capabilities from 64% to 200%.
11. ALL multifunction copier/scanner/printer/fax machines shall have the following paper capacity, using standard 20 lb. copy paper:
 - 8 ½ X 11 paper supply
 - 8 ½ X 14 paper supply
 - 11 X 17 paper supply
12. One of the paper trays may be adjustable. Vendors may include auxiliary paper trays in order to meet this requirement.
13. ALL multifunction copier/scanner/printer/fax machines shall be capable of scanning. Identify whether or not scanning is an optional feature and delineate all functions of this feature. If optional, identify all costs (i.e. equipment, software, installations, etc.) and technical requirements necessary to the operation of this feature. Identify all formats available (e.g. PDF, MS Word, MS PowerPoint, etc.)
14. ONE multifunction copier/scanner/printer/fax machines shall be capable of faxing. Identify whether or not faxing is an optional feature and delineate all functions of this feature, including a description of its operation (i.e. fax board, fax driver, etc.). If optional, identify all costs (i.e. equipment, software, installation, etc.) and technical requirements necessary to the operation of this feature.

Vendors may provide alternative configurations with a written explanation demonstrating that their proposal will meet the City's requirements.

B. Required Services

1. The Managed Print services program must consist of at least the following components:
 - Fix/Repair and maintenance services
 - End-user support
 - Technology refreshment of end of life machines
 - Consumable supplies
 - Management of the print devices.
2. The City requires “just-in-time” inventory management of all consumable supplies including end-user replacement components for all devices defined within this RFP. This covers all multifunction copier/scanner/printer/fax machines replaced by selected vendor as part of the contract.
 - Vendor is responsible for delivery of supplies to point of need
 - Supply expectations:
 - Black and white toner may not be off brand and must be OEM.
 - No substitutions will be accepted.
 - Color toner must be OEM. No substitutions will be accepted.
 - Unlimited toner.
 - Consumable supplies must meet original equipment manufacturers specifications.
 - Consumable supplies must not exceed a 0.5% failure rate
 - Vendor assumes all responsibility for hardware performance due to consumable supplies.
 - Covers all multifunction copier/scanner/printer/fax machines included in RFP.
 - Vendor retains ownership of all consumables inventory.
 - Down time due to lack of consumable supplies is not acceptable.
 - Vendor is responsible for delivery of supplies to point of need.
 - City does not desire to have excess inventory on-hand.
 - City is interested in online proactive device monitoring and “just in time” delivery of necessary consumable supplies
3. The City requires the vendor to be responsible for all toner, fix/repair, maintenance and/or replacement of all devices included in contract resulting from the RFP.
 - Hardware must meet specifications and minimum uptime requirements
 - Preventative Maintenance Schedules planned and completed according to
 - manufacturer’s recommended service schedules.
 - Exclusive use of OEM parts and supplies
 - Minimum service response expectations:
 - Vendor shall respond to a request for maintenance within three (3) hours
 - Maintenance and repair calls must be performed within four (4) hours of request for service
 - The maximum allowable downtime is forty-eight (48) hours. Vendor assumes all responsibility for hardware performance due to service parts and components.
 - Vendor will assume responsibility for disposal of and recycling of all service parts
 - A “loaner” machine must be placed in the building if equipment can’t be repaired and restored to normal operating service within three (3) days.
 - Excluded from the requirements are delays resulting from acts of nature, accidents, or extreme weather conditions.
4. The City requires end-user help desk support for all users on all multifunction copier/scanner/printer/fax machines covered by a contract resulting from this RFP. Specifically:
 - Provide a single point of contact for City staff
 - Unlimited phone support on all initial service calls during normal business hours, 8:00 am to 4:30 pm CST, Monday through Friday with the exception of statutory holidays.

- Unlimited network support during normal business hours, 8:00 am to 4:30 pm CST, Monday through Friday with the exception of statutory holidays.
 - Unlimited customer training.
- C. Management and Reporting Requirements
1. The City requires the following management and reporting processes from the selected vendor for ALL multifunction copier/scanner/printer/fax machines that are a part of a resulting contract:
 - Electronic monitoring of all output devices
 - Access to electronic monthly usage reports per device
 - Additional features available that have been proven to reduce paper and print waste (i.e.: scan to print/walk up printing, etc.)
- D. Special Terms and Conditions
1. Equipment **must be new**, unused, current models.
 2. Vendors may be required to provide demonstrations of proposed machines prior to selection of award.
 3. The machines shall be delivered, installed and made ready for use by the selected vendor. Lease prices shall include these services:
 - The vendor shall coordinate and provide delivery at no additional fee
 - The vendor shall provide end-user training to city staff at no additional fee
 4. Multifunction machines will perform to manufacturer's specifications for a minimum of 95% of the time during normal city office hours averaged over a three-month time frame. Any machine that fails to meet this standard shall be replaced with an equal or better model at no cost to the City. If vendor fails to correct the non-performance, the City reserves the right to terminate the contract by giving a ten (10) day notice to the vendor after which no further obligation is due from the City.
 5. Vendor will provide routine maintenance and repair services for no additional fee.
 6. Service will be furnished to the City between 8:00 am and 4:30 pm, Monday through Friday. Only fully trained and qualified technicians shall perform the maintenance on the copiers.
 7. Vendors shall include proposed method of managing service calls including:
 - Service organization background & qualification
 - Method for history of call on each device/logging
 - Level of service specifications
 - Average support call response time
 - Location of local office and support dispatch office
 8. The City will supply paper and staples for the machines. Vendor shall be responsible for supplying toner, drum, etc., and shall include the cost in the maintenance price. All parts and supplies must be Original Equipment Manufacturer (OEM).
 9. Proposals must include prices for copy machine lease and for maintenance (service and supply) cost per copy page. Monthly costs will be based on machine usage and will be billed in arrears; **NO MINIMUM NUMBER OF COPIES WILL BE SPECIFIED**. Vendor shall bear all costs for labor and parts required to maintain the copy machine in good working order and make all necessary adjustments, replacements, and repairs caused by normal wear and tear.
 10. The **maintenance price will be fixed for the contract term with no price increase**.
 11. Proposed prices will include all federal, state and local taxes as applicable.
 12. The end-of-contract return of any equipment shall be provided by the vendor and coordinated with the City **AND SHALL BE AT NO COST TO THE CITY**. Subject equipment shall be removed no later than 30 days after receiving notification from the City.

All proposals must contain descriptive literature on the proposed multifunction devices. At least one technical sheet must be provided for each machine mode, accessory or option.

II. ADDITIONAL INFORMATION

A. Contract Period.

The contract period shall begin July 1, 2025 and continue for three (3) years. The contract may be extended for up to two (2) additional one-year contract periods, beginning in 2028. The additional one-year contract extension periods shall be exercised at the sole discretion of the City.

B. Independent Contractor's Status

Vendor shall at all times during the term of the contract perform the services described as an independent contractor, and hereby waives any claims for any compensation or benefits afforded to City's employees.

III. RESPONDENT QUALIFICATIONS

The City will only consider proposals from Respondents that:

- A. Can demonstrate a proven track record of having successfully and reliably provided similar services to public and private entities.
- B. Are not involved in any adverse claims against the City.
- C. Can demonstrate substantial compliance with this Request.

IV. EVALUATION CRITERIA

The following criteria will be used to establish the lowest evaluated bid price:

- 1. Degree of Respondent's ability to fully comply with the Requirements in this RFP.
- 2. Useful life of the product.
- 3. Residual value of the product.
- 4. Advantages of a particular product relative to its weaknesses.
- 5. Frequency of upgrades to the product.
- 6. Time of delivery, performance, and completion.
- 7. Ability to provide the required equipment and services and fulfill the minimum specifications.
- 8. Implementation plan.
- 9. Qualification and experience of the Respondent.
- 10. Respondent's technical support structure.
- 11. References of performance including such factors as control of costs, quality of work, ability to meet schedules, cooperation, responsiveness, compliance with the requirements, and other considerations
- 12. Other factors determined to be relevant by the City.

V. RESPONSIVENESS OF PROPOSALS

A. Responsiveness

The City shall only consider those Proposals that conform to the material requirement of the City's Request and that are submitted in the Proposal Format set forth below. A Proposal will be considered as conforming and responsive if it substantially addresses and promises to meet the requirements contained in this Request or any future reasonable requests made over the course of the selection process. The City may waive any non-conformance that is immaterial AND does not prejudice other Respondents.

B. Non-responsiveness

City will reject any Proposals that materially deviate from the request OR that due to any deviation from the Request prejudice other Respondents whose Proposals substantially conform to the Request.

C. Accuracy of Respondent’s Proposal

The accuracy of the Respondent’s Proposal shall be evaluated on the basis of the plan provided as part of the Proposal after adjustments that management believes, in its business judgment, should be made to reflect economic or other conditions. Adjustments to the Proposers’ plan shall be made based on the basis of qualitative criteria developed by management and objective financial criteria to determine whether Proposal is financially feasible.

VI. SELECTION

A. Selection Process

1. Respondents whose proposals are acceptable in form and substance will be selected to be included on a short list of potential awardees if they meet the minimum qualifications.
2. After management makes its final determination, and the bid is awarded by the Board of Aldermen, the awardee and the City will negotiate and execute a final agreement prior to the commencement of the work under the Contract. Failure by any Respondent to timely respond or come to terms with the City will be cause for a rejection of the Proposal.
4. Timeline of selection, negotiation and awards:

Event	To be completed by:
RFP Issued and Advertised on City Website	Monday, March 10, 2025
Inquiry Deadline	Wednesday, April 23, 2025
Proposals Due	Wednesday, May 7, 2025
Board of Alderman vote on Management recommendation	Monday, June 9, 2025
Successful Bidder notified	Friday, June 13, 2025
Finalize Agreement	Monday, June 30, 2025

VII. RESPONDENT QUESTIONS

The City shall answer any questions that Respondents may have prior to the submission deadline. Respondents should provide their email address and/or fax number to Kenyetta Ridgway-Sample, City Administrator (573) 696-3885, kridgway@hallsvillemo.org so they receive any answers to questions asked by other Respondents. Questions concerning any aspect of this RFP must be submitted in writing by email to Kenyetta Ridgway-Sample. All questions must be received by close of business on Wednesday, April 23, 2025.

It is each Respondent’s responsibility to read the entire RFP, and to be fully acquainted with the scope of work outlined herein. The failure of the Respondent to do the foregoing does not relieve the Respondent from any obligation with respect to the bid proposal submitted. If any Respondent is in doubt as to the true meaning of any part of the specifications, the Respondent should submit a written request for interpretation.

VIII. PROPOSAL FORMAT

Proposals not submitted electronically, shall be submitted on standard 8.5 x 11-inch paper. Proposals shall consist of one (1) copy, submitted in a sealed envelope plainly marked **SEALED BID FOR MULTIFUNCTION COPIER/SCANNER/PRINTER/FAX LEASE AND MANAGED PRINT SERVICES ATTN: KENYETTA RIDGWAY-SAMPLE**. Proposals shall consist of the following:

- A. A Letter of Transmittal that includes (a) the name of the company, (b) a contact person, (c) the names of individuals authorized to negotiate with the City (d) current address (e) telephone number, (f) facsimile number, (g) email address, and (h) the signature of an authorized representative of the Respondent
- B. A table of contents indicating the page where each section begins.
- C. An Executive Summary, which should include a succinct description of the major features of the bid. The Executive Summary should not exceed three (3) pages in length.
- D. Ownership Information, which shall identify how the company is owned; the year the company was established; the former name(s) of the company, if applicable; and the state in which the company is incorporated, if applicable.
- E. A written plan that clearly identifies the equipment and services proposed and a detailed description of how the Respondent proposes to implement the plan. The plan is not to exceed five (5) pages in length, excluding any exhibits or appendices the Respondent may choose to submit. The plan should address the specifications contained in this document at a detailed level – meaning all requirements set forth in this RFP must have an INDIVIDUAL response in the RFP indicating the requirement is (1) met, (2) not met, or (3) met with conditions – including commentary on the specific conditions to meet the requirement.
- F. A minimum of 3 references that the City can contact for information about the Respondent’s performance within the past 12 months.
- G. Optional: Additional information to fully develop the Respondent’s qualifications

IX. ADDITIONAL TERMS

- A. Costs incurred developing bid proposals are to be entirely borne by the Respondents and will not be reimbursed under any circumstances. All supporting documentation and manuals submitted with this bid proposal will become the property of the City of Hallsville. All bid proposals and associated documents are public record.
- B. Indemnification from General Liability. The successful Respondent agrees to protect, defend, indemnify and hold harmless City of Hallsville and its elected officials, officers, employees and agents from and against any and all claims, suits, demands or actions arising out of or in connection with any negligent or intentional acts or omissions of successful Respondent and its employees, its officers, agents. The successful Respondent agrees to indemnify City of Hallsville and its elected officials, officers, employees and agents against any judgment (including attorneys' fees), award, or amount paid in settlement, applicable court costs and witness fees arising from such claim, suit, demand or action. In the event that successful Respondent fails to defend City of Hallsville and its elected officials, officers, employees and agents as set forth in this paragraph, such parties shall defend themselves and successful Respondent shall pay all costs for such defense including, but not limited to, judgments, awards, amounts paid in settlement, applicable court costs, witness fees and attorneys’ fees. The respective rights and obligation of the parties under this paragraph shall survive the expiration or termination of this Agreement for any reason.

PUBLIC INFORMATION NOTICE

All proposals submitted to the City shall be used solely for the purpose of evaluating the proposal for a possible award. The City retains the right to provide copies provided by Respondents to its staff, legal, technical and financial advisors and representatives. Respondent should take care not to provide any confidential information, trade secrets or other intellectual property, that they do not want City staff to receive.

Please note that: All information submitted for review may be subject to the Missouri Open Records Act and may be made available upon request by the public. Respondents should identify any confidential, proprietary information or trade secrets and provide justification why such material should not be disclosed.