

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**Copiers – Replacement and Maintenance Contract**

**FOR THE CITY OF LANSING**



**Due Date: April 15, 2023**

**Respond via Email to:**

City of Lansing  
Attn: Joe Wilson  
Director of IT  
jwilson@lansingsks.org

**TO:** All interested parties

**SUBJECT:** RFP for replacing and maintaining its fleet of copiers.

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## SECTION 1: INTRODUCTION

### 1.1 Project Purpose and Scope

The city of Lansing (City) is releasing a Request for Proposal for replacing and maintaining its fleet of copiers through a five-year lease and maintenance service contract.

The city is seeking to secure a qualified Vendor(s) to provide printer and copier replacement and maintenance services.

### 1.2 Project Summary

The City of Lansing desires to develop a strong partnership with a copier service provider that will assist in achieving the following key objectives:

- Create and implement an optimization and standardization strategy for the City's copier fleet
- Reduce the City's printing costs
- Improve Customer Service and Customer Support
- Improve the City's "Green Footprint"
- Implement badged printing for Security and Green Initiative
- Evaluate and recommend print/copy/scan flow improvements
- Minimize downtime and maintenance calls
- **Successful bidder/contractor will lead the effort to complete end-of-lease requirements with current copier contractors and remove old copiers from City offices. This may include contacting copier providers for lease information. THIS IS AN ABSOLUTE NECESSITY.**

### 1.3 Timeline/Schedule of Events

The following are key dates for this RFP (REQUEST FOR PROPOSAL). The City reserves the right to make modifications.

- Issue RFP – March 15, 2023
- Vendor Questions Due via email to [Jwilson@lansingks.org](mailto:Jwilson@lansingks.org) NLT April 1, 2023
- Responses to Vendor Questions provided by– April 8, 2023
- Proposals Due – April 15, 2023
- Vendor Interviews/Demos – As needed by request only
- City Approval – May 1, 2023
- Installation begins –May 15, 2023
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## SECTION 2: OVERVIEW OF CURRENT ENVIRONMENT

### 1.1 Background Information

The City of Lansing currently owns 5 high-volume copiers.

The proposal should include costs assigned to each copier and calculations for a 5-year lease. The city is looking for a cost per copy agreement for both color and black/white units.

## 1.2 Current Copier Setup

The City's copier drivers are set up on a print server in the Information Systems server room. All copiers use both PCL and postscript drivers.

All copiers are maintained, configured, and repaired by the vendor. Vendor(s) shall be required to interact with the City of Lansing Information Systems staff to coordinate configurations and protocols.

## 2.3 Current copier models and locations. (Exhibit also provided at end of document.)

### Exhibit 1 - Current Copier List

Copier Model	Location	Est. Page/Mo.	Options
Ricoh MPC4503	Police	20000	Current features include automatic detection for double sided documents.
Konica Minolta BizHub C368	Admin Finance	20000	Collating option, stapling option, hole punch options, maintain the color print/scan option, maintain ability to edit/add emails for scan recipients, maintain bypass tray option, maintain ability to program forms, and Maintain at least two paper drawers.
Ricoh MPS C401	Library	7500	Basic copy, print, scan options. The device needs to be able to communicate with Cybrarian for patrons to print.
Konica Minolta 3 Bizhub C284e	Public works CED	7500	Collating option, stapling option, hole punch options, maintain the color print/scan option, maintain ability to edit/add emails for scan recipients, maintain bypass tray option, maintain ability to program forms, and Maintain at least two paper drawers.
Ricoh MPC2504	Parks Recreation	7500	Basic copy, print and scan.

## SECTION 3: SYSTEM REQUIREMENTS

### 3.1 Copier Minimum Standards

All copiers supplied will be new, U.L. approved, energy star compliant. Demonstrator copiers are considered used and should be noted as such for this proposal. In addition, all copiers supplied at the time of initial installation will be the latest current models of modern technology using dry toner, and in current production.

Proposals are to include complete descriptive literature showing specifications of equipment offered. Literature must contain information on electrical and space requirements, as well as provide the dimensions of the copiers with and without optional features. Measurements must include their maximum footprint widths, with optional features and paper cassettes attached. Copiers must be able to produce clean, acceptable images using a minimum of 30% post-consumer waste recycled paper made for xerographic purposes.

Each copier provided by the successful vendor(s) shall be expected to perform the intended functions, to operate satisfactorily, and to produce acceptable copy/print/scan quality during normal City operating hours. Normal operating hours are between 7:30 a.m. and 5:00 p.m. Monday through Friday, excluding City recognized holidays.

If a copier fails to operate at a minimum of 95% uptime during normal operating hours, then the copier shall be replaced with a new copier. The measurement of 95% uptime will be based upon any consecutive three-month period over the duration of the lease. Such replacements will be at no-charge.

This performance guarantee shall apply for the entire lease period beginning with the delivery/acceptance date of the equipment. Failure to meet the 95% uptime standard as required will cause the City to take a service credit and withhold that amount from invoices owed the Vendor(s).

**A. Software and User Features**

- Configure user department codes for prints/copies/scans
- Easy user-friendly menu interface
- Easy access user directory/address book with configurable quick access directory
- Configurable print/copy job presets
- User scan/copy features which include reduce, enlarge, darkness control
- Setup scanning ability for color and black/white PDF, JPG, and TIFF to existing Windows Server shared folders
- Ability to scan directly to a folder on desktop/network drive (no reliance on getting an email with a scan attachment.)

**B. Security, Maintenance, and Support**

- The ability for badged and locked printing
- Must be compatible with Windows Server 2012 or later (32 bit and 64 bit)
- Must be compatible with Windows 10 or 11 (32 bit and 64 bit)

- Must be able to setup and integrate with Active Directory
- Download/furnish from manufacturer, the very latest 32 bit and 64 bit drivers for each device
- Setup drivers on 32 bit and 64 bit print servers by the City
- Must allow Administrators ability to perform bulk changes and resources for copier users/user groups and device configurations
- Must provide access to copier graphical user interface for administrator duties
- Must allow administrators ability to perform adds, moves, changes to copier user(s)/user group(s)
- Allow administrators ability to configure security settings
- Provide diagnostic tools for administrators to perform maintenance and troubleshooting
- Must allow administrators ability to perform copy/print meter read reports
- Must provide long term warranty for all system hardware with month-to-month option at contract end.
- Provide 5-year maintenance agreement
- Provide user and administrator training
- Provide service for toner collection/recycling

### **3.2 Copier Codes for Department Use**

The city uses department codes to account for prints/copies to operating departments. Copiers must be able to hold up to 25, four (4) digit print/copy codes, and the City needs an Excel reporting format to compile monthly usage information.

### **3.3 Dispositions of Current and Future Equipment**

The vendor shall be responsible for removing the current copier equipment and installing new ones. All hard drives and memory of current equipment shall be erased and removed as appropriate and destroyed in a manner acceptable to the City of Lansing's Information Systems Division prior to equipment removal.

### **3.4 Environmental Sustainability**

During the term of this Agreement and any extension(s) of such term, supplier agrees that its products will be compliant with the following environmental specifications:

- Complies with EPA ENERGY STAR Program, and equipped with reasonable recovery time from ENERGY STAR Power management modes
- Vendor must provide used or empty toner/cartridge recycle service
- Does not use wet process technology
- Is designed for remanufacturing and reuse of parts
- Contains materials made with recycled content

### **3.5 Customer Support Services**

Normal City office hours operate on Monday through Friday, 7:30 a.m. – 5:00 p.m. schedule. The successful vendor(s) must provide ongoing telephone support regarding the

use of the equipment to department end users and IT staff during office hours. Vendor(s) will provide a contact name and phone numbers for support and services staff.

Please include proposed method of managing service calls regarding:

- Service organization background and qualifications
- Method for service call tracking per device
- Level of service specifications
- Copier to Technician Ratio
- Average Response Time
- Guaranteed response Time
- Where is the closest tech going to be coming from

### **3.6 Regular and Preventative Maintenance and Supplies**

Coverage offered in each instance is to be a full-service maintenance contract which includes all developer, toner, fuser, oil, drums, finisher supplies, repair parts, labor, and preventative maintenance services.

Machines furnished will not be eligible for removal from maintenance coverage until after 5 years of life from the date of installation. Vendor(s) must provide manufacturers notices of discontinuing the product of any model furnished hereunder. The equipment will require preventative maintenance and repairs.

### **3.7 Services Requirement**

Except on City holidays, the vendor(s) shall provide preventative and remedial maintenance service during the City's normal business hours 7:30 a.m. – 5:00 p.m. to keep equipment in good working order. Preventative maintenance will be based on the specific needs of the equipment as determined by the manufacturer. On-call remedial maintenance will be performed on an as-needed basis as determined by the City of Lansing. An adequate inventory of spare parts must be kept by the vendor(s) to be available for repairs necessary to keep the copiers operating. All maintenance will be performed by fully trained technicians.

All repair technicians dispatched to repair City copiers and maintenance service shall be fully aware of the conditions contained herein. Each qualified technician shall also be trained in customer service and customer relations. The city may require documentation from vendor(s) that repair technicians have received such training.

### **3.8 Invoicing**

Vendor(s) shall prepare one monthly invoice for all equipment and shall include:

- Invoice date and number
- Purchase order number
- Separate location, make, model and serial number for each copier billing
- Number of copies/prints invoiced by account code
- Current and previous reading
- Date of meter reading

In addition, vendor(s) shall provide administrators with the ability to generate meter read reports using a method comparable to monthly invoice for auditing purposes.

Invoices shall be submitted to:

City of Lansing  
800 1st Terr  
Lansing KS 66043

### **3.9 Loaner**

If during a repair call it is determined that a copier cannot be repaired in place within 48 hours (about 2 days) of the time a repair call is placed, another copier of like size and features is to be supplied at no cost other than the contract service/maintenance per copy charge in effect at the time.

### **3.10 Relocation**

A copier may be relocated (after initial installation) one (1) time during the period at no charge to the City of Lansing. Thereafter, if the same copier is relocated, it will be at the vendor's current published rate, if the vendor performs the move. This does not include copiers replaced or upgraded.

## **SECTION 4: IMPLEMENTATION REQUIREMENTS**

### **4.1 Project Management**

The City of Lansing is looking for a full-service provider that can offer a turn-key solution. The implementation process will need to include project controls and processes that will ensure a smooth roll-out. Vendor(s) must provide information on their project planning and implementation approach including specific tasks and a project plan with a detailed timeline and labor hours of project completion. Proposals should clearly outline the vendor's methodology and address the following items.

- Project Planning Process/Methodology/Project Plan
- Project Risk Management/Mitigation
- Required Protocols/Standards
- Product Certifications
- Testing and Acceptance Procedures
- Training (IT Staff Employees/General Users)
- Documentation (Full System and Training Equipment)
- Implementation Support
- Successful bidder/contractor will lead the effort to complete end-of-lease requirements with current copier contractors and remove old copiers from City offices. This may include contacting copier providers for lease information.

### **4.2 Vendor Operating Procedures**

Responses should include a description of the vendor's procedures for doing business including project management and technical support. Examples include:

- What is your proposed plan for managing the City of Lansing's account? Describe the roles and organization of a dedicated account support team, including a corporate support team. Vendor(s) must list sales and support team members.

- Describe your company's technical support system, response, and problem resolution procedures.
- What characteristics set your company apart? Describe unique examples of product, service or added value.
- What innovative technology and additional products or services does your company plan to utilize in the near future that would be advantageous to the City of Lansing?

#### **4.4 Training**

Vendors must include an explanation of how training will be provided for key City personnel. The training should include at least technical training for IT staff that covers topics like installation, configuration, and maintenance of the proposed system. Also at a minimum, copier unit and feature training should be provided to end users of the proposed system. List, in specific terms, the technical and end-users training elements with expected timeframes using general benchmarks, i.e., upon delivery, the next working day after installation, etc.

#### **4.5 Warranty & Support**

Provide on-site equipment warranty information. Provide support services options. Include information about customer support services, trouble reporting, maintenance agreements and costs and whether field support is local, area or regional and expected on-site support response times.

### **SECTION 5: SUBMITTAL REQUIREMENTS**

#### **5.1 Response Submission**

To facilitate the analysis of responses to the RFP, vendor(s) are required to prepare their proposals in accordance with the instructions outlined in this section. Vendors who deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City of Lansing. Proposals should be prepared in a concise manner and provide sufficient detail and description of the vendor's capabilities to satisfy the requirements of this RFP. A proposal shall constitute an irrevocable offer for 90 days (about 3 months) following the deadlines for its submission. All proposals will be confidential until selection of a vendor(s) or final rejection by the City Council, when all proposals will be public information.

**RFP's may be submitted via email, A PDF attachment** must be received by 5:00 p.m. on April 15, 2023

Please submit proposals to:

**City of Lansing**  
**Attn: Joe Wilson**  
[Jwilson@lansingks.org](mailto:Jwilson@lansingks.org)

Any proposal received after this time will be rejected. Proposals will not be accepted via fax.



## **5.2 Proposal Format**

Responses to this RFP should include a cover page and a signed letter of transmittal followed by a table of contents. Proposals should be organized into the following major sections and provide sufficient detail for the City of Lansing to make an informed decision and comparison of proposals. Emphasis will be given to accuracy, completeness, and clarity of content. Additional information such as marketing brochures and promotional materials may be included but should be at the end of the proposal in an appendix.

### **I. Executive Summary**

A brief narrative is not to exceed three (3) pages describing the proposed solution.

### **II. Company Background**

Provide company background information including description of products and services and company history. Responses should address the following items and may include other information that the vendor believes would be relevant to the city considering the information in this RFP.

- Company History
- Product Focus
- Employees
- Years in Business
- Key Partnerships and Alliances
- Government Contracts (e.g., CMAS, GSA)
- Vendor Offices/Locations
- Number of Customers
- Number of Customers proportional to our size of organization
- Number of public agency Customers
- A description of the project team
- Resumes of key project members

### **III. Proposed Solution**

Provide a narrative of the proposed solution including listing of all hardware and software components. Responses should address all items identified in the requirements section above and, in a separate section, other optional features recommended by the vendor(s). The vendor(s) should highlight features and capabilities that the vendor(s) feels are the strength of the proposed solution. The section should include the following major parts.

- Solution Overview
- System Functionality
- Technical Specifications
- System Requirements as mentioned in Section 3 including specific proposals regarding each of the following
  - Hardware
  - Software and User Features

- Security, Maintenance, and Support
- Implementation Requirements as mentioned in Section 4 including specific proposals regarding each of the following
  - Project Management
  - Vendor Operating Procedures
  - Training
  - Warranty and Support

Provide a detailed work plan including vendor's methodology for implementing the proposed solution. This section should address all key phases including project planning, configuration, testing, rollout, and support. Responses should include implementation plan considerations including estimated time frame and deliverables for various stages of the project. Responses should include a discussion of resources required by City staff including IT personnel and end user training for the implementation and skills required to support the new system. Key areas of interest include testing procedures and project risk mitigation to help avoid system downtime. Vendors must include a discussion of their project management approach including project staffing.

Vendors should discuss any potential upgrades/changes required or recommended as part of the solution deemed outside the scope of work such as additional features or components. Vendors should discuss technology/platform strategy and future upgrade plans that will assist in the decision process.

#### **IV. Client References**

The proposal must include a minimum of three (3) references for directly applicable projects, preferably with a Kansas government agency. References should include an overview of the solution provided, including hardware and software components. Additional references are allowable if the vendor(s) chooses. Include the contact person responsible for overseeing the implementation/completion for each referenced project. Proposals must include the name of the client/agency, contact information (name, phone number and/or email address) and the dates the services were provided.

#### **V. Cost Proposal**

Proposal must include the proposed cost, including all out-of-pocket costs, broken down by major activity. Include hourly rates and number of hours for each person working on the project. Vendor(s) should clearly indicate the level and type of support to be provided in detail that relates to their proposed ongoing "maintenance and support costs." This should include hours of operation for support or available support plans with associated costs. Provide a copy of the proposed form of agreement or agreements for equipment and services to be provided.

Cost proposal should identify any hardware and software required to implement the system. Cost proposals should include the following cost components.

- Toner Pricing and cost per copy estimates
- Equipment (Hardware and Software)
- Implementation Services
- Training
- Support

- Maintenance
- Optional Items
- Other

### **5.3 Selection Criteria**

Proposals will be evaluated based on the following criteria:

- Clarity of Proposal
- Demonstrated success in similar projects; particular attention will be paid to proposals from businesses with experience implementing copier services for municipalities
- Responsiveness of the proposal to the City's objective and scope of work
- The technical ability, capacity, and flexibility of the vendor(s) to perform the scope of work
- Total cost of proposal

*Please note the city would like the proposal based on the requirements provided and will not be providing access to the site prior to the candidate being selected.*

City Staff will review all proposals and will seek approval from the City Council for the vendor(s) that City staff determines has demonstrated the best proposal.

### **5.4 Discretion and Liability Waiver**

The City reserves the right to reject all proposals or to request and obtain from one or more of the businesses submitting proposals supplementary information as may be necessary for City staff to analyze the proposal. The city may require vendors to participate in additional rounds of more refined submittals before the ultimate selection of a vendor(s) is made. These rounds could encompass revisions of the submittal criteria in response to the nature and scope of the initial proposals. The City may negotiate with one or more firms and may contract with one or more firms as the City deems appropriate.

By submitting a response to this RFP, vendors waive all right to protest or seek any legal remedies whatsoever regarding any aspect of this RFP. Although it is the City's intent to choose the most qualified proposal, the City reserves the right to reject all or choose any number of qualified proposals.

### **5.5 Proposal Inquiries**

All questions regarding this RFP should be directed to Joe Wilson at [Jwilson@lansings.org](mailto:Jwilson@lansings.org). All responses should be emailed with a subject header titled "Copier RFP questions." Please submit any questions before 5:00 p.m. on April 1, 2023.

## Exhibit 1 - Current Copier List

Copier Model	Location	Est. Page/Mo.	Options
Ricoh MPC4503	Police	20000	Current features include automatic detection for double sided documents.
Konica Minolta BizHub C368	Admin Finance	20000	Collating option, stapling option, hole punch options, maintain the color print/scan option, maintain ability to edit/add emails for scan recipients, maintain bypass tray option, maintain ability to program forms, and Maintain at least two paper drawers.
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Ricoh MPC2504	Parks Recreation	7500	Basic copy, print and scan.