



# TOWN OF WILKESBORO

*"Where the Mountains Begin"*

P.O. Box 1056 • 203 West Main Street

Wilkesboro, North Carolina 28697

[www.wilkesboronc.org](http://www.wilkesboronc.org)

Phone (336) 838-3951 • Fax (336) 838-7616

## REQUEST FOR PROPOSALS

### Lease and Servicing Program for Multi-Functional Digital Copiers and Maintenance Agreement for Existing Printers

#### INTRODUCTION

The Town of Wilkesboro (the Town) requests interested firms/individuals to submit creative proposals for leasing and servicing of multi-functional digital copier machine systems to provide the Town with efficient copying, printing, scanning and faxing methods while reducing current costs. Managing such systems requires a level of expertise that is unique with ever-changing technology. This requires the Town to consider how we can continue to integrate current multifunctional technology in our copying, printing, scanning, and faxing equipment.

In addition, as part of this proposal the Proposer will submit pricing for Maintenance on existing printers. (**See Exhibit B**)

Proposals shall be submitted in a format conducive with the outline below based on equipment segments. The selected Proposer will work with Town of Wilkesboro staff to create a plan to transition from our current leased and owned equipment to the new leased equipment.

Town of Wilkesboro invites any qualified firm/individual to submit a proposal. Firms/individuals responding to this request must be responsible bidders, regularly and practically engaged in supplying and maintaining copy, printing equipment, and providing the services required in this RFP and possess ample resources to perform this work. The Town encourages participation in this procurement process by minority-owned businesses, women-owned businesses and businesses owned by disabled persons.

The Proposer that is chosen shall provide Town of Wilkesboro with the highest quality and most flexible, most efficient, and most up to date technology at the lowest possible cost. The award of the contract will be based on the company making the proposal that best meets the needs of the Town. The lowest aggregate cost will be a significant factor, but not necessarily the dominant factor, in determining which proposal to accept.

This solicitation is for the procurement of information technology goods and services pursuant to N.C.G.S. §143-129.8. The proposals received shall remain confidential until the contract is awarded; therefore, there will not be a public bid opening. The contract shall be awarded to the proposer that submits the best overall proposal as determined by the Town in its sole discretion. The Town reserves the right to negotiate a contract with any proposer, to reject any and all proposals, and to waive any formalities as may be permitted by law.

All interested proposers have the opportunity to walk through the Town buildings with the Town I.T. Manager to have the equipment installed. The visit should be **scheduled in advance** with the I.T. Manager Steve Rose [srose@wilkesboropd.com](mailto:srose@wilkesboropd.com).

**Proposals will be received until July 12, 2024 at 5:00 pm** and no later. One original should be delivered or mailed. The outside envelope or other covering will state the following: "Response to RFP for Lease of Multi-Functional Copier Machines." Proposals are to be mailed or delivered to:

Halee Ratcliff, Finance Officer  
Town of Wilkesboro  
203 West Main Street  
Wilkesboro, NC 28697

Any questions concerning this Request for Proposals are to be submitted, **in writing**, to both Halee Ratcliff [hratcliff@wilkesboronc.org](mailto:hratcliff@wilkesboronc.org) and Steve Rose, IT Mgr. [srose@wilkesboropd.com](mailto:srose@wilkesboropd.com) at the above addresses. Any answers to said questions will be published on the Town Webpage under, Request for Proposals and Bids Addendum(s): <https://wilkesboronc.org> with the corresponding questions within 48 hours. The receipt of information regarding the RFP from anyone other than Ms. Ratcliff or Mr. Rose will automatically disqualify that party's proposal.

### **General Information**

Town of Wilkesboro is located in Western North Carolina along Highway 421 south of the Blue Ridge Parkway and Boone, NC. Work under this RFP will be conducted in multiple Town buildings throughout the Town of Wilkesboro. The Proposer will be required to conduct work under this RFP in coordination with Steve Rose, IT Manager. The Town expects and requires that all work conducted under this RFP be in accordance with accepted industry standards for multi-function digital copier, scanning, printing, and fax machines and services, compliance with all local, state, and federal laws, and the specifications outlined in this document.

## **GENERAL REQUIREMENTS COPIERS**

### **REQUIREMENTS OF THE RFP SHALL CONSIST OF THE FOLLOWING:**

The Proposer will be responsible for installation of all multi-functional digital copier machines in all locations, including plugging in to building power, analog/VoIP telephone/fax lines, data

jacks, and all testing. The Proposer will be responsible for training the “trainers” – the Town staff that will in turn be responsible for training other Town staff.

The Proposer will be responsible for all post-installation support and maintenance of all multi-functional digital copier machines. Support and maintenance include provisions of all consumables required by the device (except paper and staples), phone support and troubleshooting, on-site support and troubleshooting, on-site mandatory maintenance and upgrades, and replacement of all irreparable components and/or devices.

There are currently ten copiers under lease in the Town of Wilkesboro. Currently, we have two leases. The **first existing lease expired May 2024**, and the **second existing lease will expire July 2025**. The interested firms will be expected to submit proposals on ten new copiers and supplies/support for five existing printers.

**Exhibit A**, attached, shows a listing by location of the models currently used. The Town is not wedded to a specific brand of copiers.

### **Revisions or Amendments to this Request for Proposals**

In the event it becomes necessary for the Town to revise or amend any part of this RFP, the Addendum(s) will be forwarded to all Proposers who requested an RFP via email and posted on the webpage. Revisions or amendments to this RFP shall become part of this RFP and shall be responded to in the same manner. After initial Proposer review of this RFP, Proposers are requested to immediately contact **IN WRITING** the Town in the event any inconsistencies or ambiguities are found, clarification of specific sections are needed or if general questions arise. Significant questions, their answers, any inconsistencies found and/or clarifications to the RFP, I.T. related questions will be shared with all Proposers by Ms. Ratcliff as previously described.

Submissions or related documents received after the time and date specified, whether delivered in person or mailed, will not be considered, and will be returned unopened.

### **Guidelines**

The successful Proposer shall be required to provide adequate equipment, including equipment that is multifunctional, in each office as determined by the Town, sufficient to produce the required copies, prints, appropriate scanning, and fax capabilities that the current devices have and to provide efficient access for all required users. The Proposer shall include all necessary accessories. The successful Proposer shall be able to have remote access to capture the meter readings and supplies shipment.

### **Term/Termination**

The Town anticipates the making of a **five (5) year** written contract, after which time the contract may be extended for a one-year period. Town of Wilkesboro reserves the right to cancel the contract at any time with ninety (60) days written notice. Upon such termination for

convenience, the Proposer shall be paid only those lease payments, fees and expenses incurred between notification of termination and the effective date of termination. Termination will be without cause, but with an opportunity for the two parties to work out a solution prior to termination. The parties may mutually agree in writing to an earlier termination. **Note: any proposal that requires the Town to bear the cost of returning leased equipment upon termination of the contract will be rejected.**

### **Equipment**

The equipment provided shall be current digital technology. The Town reserves the right to select equipment and accessories at each location from the Proposer's current total product offerings. Proposers shall submit with their proposal a complete listing of equipment including recommended copy volumes. All equipment must be capable of being coded to track individual usage. If equipment is removed or replaced, it will fall under the same contract and the contract will be amended so that there are no lease period overlaps.

### **Assignment of Rights; Ownership**

The proposer's rights and obligations under the anticipated **Lease Agreement** shall not be assigned without the written consent of the Town, which shall not be unreasonably withheld. However, neither manufacturer programs nor third-party leasing agreements will be acceptable. The proposer must hold and maintain title to all equipment installed in the Town of Wilkesboro.

### **Removal and Replacement Option**

The Proposer shall provide additional equipment as needed, and update, replace and/or remove equipment as requested during the term of the agreement. **No shipping cost shall be borne by the Town.**

### **Quantity**

No minimum or maximum number of units or copies is implied or guaranteed herein. The potential for growth in the number of units exists. All future add-ons will be co-terminus with the existing contract. The Town and the Proposer will determine the replacement of units. Add-ons will result in an amendment using the same lease provisions. The price will be re-negotiated as appropriate.

### **Delivery/Installation**

Delivery shall be inside to any location in the Town of Wilkesboro, North Carolina. Deliveries, set up, installations, and user training are to be included in the prices quoted herein. Any extraordinary or special wiring will be the responsibility of the Town. We request FOB Destination.

### **Supplies/Maintenance/Parts/Labor**

All supplies including **toner, developer, and ink (excluding paper and staples) maintenance, parts and labor** are to be supplied by the successful Proposer. One toner of each type and a waste toner container shall be always in stock with each location for each type of multi-functional digital copier machine. An adequate inventory of parts and supplies must always be available by the Proposer for overnight delivery to the Town of Wilkesboro locations. Supplies are to be shipped daily when immediate needs dictate.

### **Training Requirements**

Training for key operators and other personnel will be provided within forty-eight (48) hours after each installation. On-going training will be provided on an as needed basis throughout the life of the contract. Key operators must be completely and thoroughly trained in their function.

## **INFORMATION THAT MUST BE INCLUDED IN PROPOSALS**

### **Service Requirements**

1. Warranty – Warranties are to be detailed and run from the Proposer to the Town
2. Response Time – Four to six business hours expected.
3. Installations and Upgrades – Technician must be present during all installations and upgrades.
4. Organizational Charts – Enclose an organizational chart for service personnel who will be assigned to Town of Wilkesboro, to include:
  - a. Name
  - b. Tenure
  - c. Criteria for each level of training
  - d. Certifications
5. Procedures for Identifying and Replacing Faulty Equipment
  - a. Number of times machine will be down and out of service before being replaced.
  - b. Malfunctions that would require a machine to be replaced.

## **ADMINISTRATIVE REQUIREMENTS**

1. **Account Manager** – The Proposer must provide **one** designated account manager dedicated exclusively to Town of Wilkesboro as a point of contact that will have full authority regarding the contract, equipment placement, and personnel who will be assigned to the Town of Wilkesboro. The Account Manager should have a minimum of **three (3) years' experience** in the copier and fax business with a background in service, sales, and management.
2. **Billing** – The Proposer shall provide **centralized summary billing** containing the following:

- a. One (1) master invoice identifiable by one (1) invoice number for summary billing for machine population monthly.
  - b. Detailed, individual machine backup to master invoice to include:
    - i. Serial number and ID number
    - ii. Machine make/model.
    - iii. Accessories
    - iv. Location
    - v. Beginning and ending meter readings
    - vi. Total copy volume
    - vii. Dollar amount
    - viii. Bill date
    - ix. Bill must be broken down by individual machine and location.
    - x. NC sales tax is stated on a separate line item.
  - c. **Sample monthly billing documents submitted with proposal.**
3. **Quarterly Reports** – The Proposer shall provide a quarterly report consisting of the following:
- a. Number of machines placed (by month and total to date) in equipment segment and volume level.
  - b. The average number of services calls for the total population.
  - c. Number of calls for each machine.
  - d. Number of copies between calls for each machine.
  - e. Average number of copies between calls for entire population.
  - f. Average copy volume by equipment segment level.

## PROPOSAL REQUIREMENTS

- 1. Complete descriptive literature for each unit and each option proposed with recommended copy volumes.
- 2. List of companies or organizations where similar programs are in place with the following information:
  - a. Customer name
  - b. Customer address
  - c. Customer contact person
  - d. Customer phone number
- 3. Letters from Manufacturer(s) that include:
  - a. Paper stock recommendations
  - b. Availability of parts, service, and supplies
  - c. Recommended Manufacturer(s) monthly volume range
- 4. A detailed description of any added values that clearly illustrates that proposal has significant “best value” components.

5. Detailed price proposal that clearly illustrates unit price as well as total cost for all equipment and service.
6. List of firms, colleges, cities, counties, or other end users where the Proposer has installed copiers and fax machines, including telephone number and installation date(s).
7. Any other information that may improve the evaluation of the proposed solution to the requirements stated herein.

## **Insurance**

The successful Proposer shall purchase and maintain adequate insurance and include the types of coverage listed below. Failure to furnish and maintain such insurance shall constitute default and will be grounds for termination of the contract.

### **1. Workman's Compensation Insurance**

The successful Proposer shall maintain during the life of the contract all Workman's Compensation insurance as is or may be required by the laws of the State of North Carolina.

### **2. Public Liability Insurance**

The successful Proposer shall maintain during the life of the contract public liability insurance covering liability for bodily injury and property damage which may arise from operations, contractual obligations, products and completed operations, as well as operations performed by independent contractors.

### **3. Certificate of Insurance**

The successful Proposer shall furnish the Town of Wilkesboro a certificate of insurance showing the required Workman's Compensation and Public Liability insurances are carried by the Proposer. The certificate of insurance must show that it was issued at the request of the Town of Wilkesboro. The successful Proposer shall not change any required insurance during the life of the contract unless notice of any such change is given in writing to the Town at least fifteen (15) days prior to any such change.

## **EVALUATION OF PROPOSALS**

**There will be no public "bid opening."** Proposals will be opened, reviewed, and evaluated by a team of Town staff, to include Ms. Ratcliff, the I.T. Dept., and other Town management. Pursuant to N.C.G.S. §143-129.8(d), proposals opened, reviewed, and evaluated shall not be subject to public inspection until a contract is awarded.

**Factors (not in order of importance) to be considered in the award of a contract under this RFP are:**

1. Ability of proposed equipment and services to meet the needs of the Town.
2. Availability of service and supplies
3. General reputation of Proposer

4. Proposer's ability to provide the required equipment and services.
5. Quality, value, and completeness of the proposal
6. Total cost to the Town over the term of the contract
7. Other factors demonstrating that the proposal is the "best value" for the Town.

**Town of Wilkesboro does not intend to purchase any leased equipment.** The Proposer should specify the method or methods of contracting with the Proposer such as lease, cost per copy, or other all-inclusive pricing which can be easily budgeted and controlled by Town of Wilkesboro, or any combination of available methods.

## **GENERAL REQUIREMENTS PRINTERS**

### **Products eligible**

This agreement applies to the printers listed on the attached **Exhibit B**. All printers are in normal working condition.

### **Items warranted.**

The entire printer (excluding toner/ink cartridges, printheads, color transfer assemblies, media, and other consumables) shall be fully warranted against failure for the term of this agreement. The Proposer will supply the parts and labor necessary to perform maintenance and repairs to the printer at no additional cost. Routine fuser maintenance kits plus automatic document feeder maintenance kits will be included. The Proposer should only use OEM parts unless they are not available.

### **Service level.**

1 Day Response time is expected. (Monday through Friday, from 8 a.m. to 5 p.m., excluding observed holidays). The service required by this agreement should be performed within 24 hours of commencement unless, is due to the necessity of obtaining a part (s). In this event a unit deemed suitable by Proposer will be loaned until the unit can be repaired.

### **Exclusions**

Failures caused by the non-conformance to Manufacture's site specifications, unusual electrical conditions or current fluctuations, non-proper compliance to Manufacturer's operating instruction, use of parts or supplies which do not meet Manufacture's specifications, natural disaster, fire or water damage, damage while in transportation, operator abuse (or abuse of any nature), accidents, or acts of God will be specifically excluded.

### **Terms**

The service required by this agreement will commence immediately upon termination dates of existing printer leases. The printer maintenance agreement will run concurrently with the copier agreement. All billings will be Monthly. This agreement is non-transferable.



## EXHIBIT A – EXISTING COPIERS

LOCATION	MODEL
Town Hall Main MFP	Sharp MX-6071
Town Manager	Sharp MX-C507F
Planning	Sharp MX-C507F
Police	Sharp MX-3071
Police Investigations	Sharp MX-3071
Wastewater	Sharp MX-3071
Water	Sharp MX-C507F
Fire	Sharp MX-C507F
Public Works	Konica Minolta bizhub C3350i
Garage	Konica Minolta bizhub C3350i

## EXHIBIT B – EXISTING TOWN HALL PRINTERS

LOCATION	MODEL
Finance Officer	Sharp MX-B427PW Black Laser, no color
Accounting Technician	Sharp MX-B427PW Black Laser, no color
Town Clerk	Sharp DX-B350P Black Laser, no color
AP/ Purchasing	Sharp DX-B350P Black Laser, no color
Utility / Taxes	Sharp MX-B467P Black Laser, no color

## EXHIBIT C – USAGE FOR POOLING COPIES OF EXHIBIT A AND B SEPARATELY.

Exhibit A	Black	155,000
	Color	25,000
Exhibit B	Black	112,000
	Color	N/A