

BIDDERS COMPANY NAME

REQUEST FOR PROPOSAL

#6167

FAX MACHINES AND REPAIR

FOR WASHTENAW COUNTY

Prepared By:

Washtenaw County Purchasing
Administration Building
P.O. Box 8645
220 N. Main B-35
Ann Arbor, MI 48107

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WASHTENAW COUNTY

Finance Department

Purchasing Division

P.O. Box 8645, 220 N. Main, Ann Arbor, MI 48107-8645

Phone (734) 222-6760, Fax (734) 222-6764

REQUEST FOR PROPOSAL # 6167

November 17, 2004

Washtenaw County Purchasing Division on behalf of the Information and Technology Services is issuing bids for fax machines and repair for a three year term.

Sealed Proposals: Vendor will deliver one (1) original and two (2) copies to the following address:

**Washtenaw County
Administration Building
Purchasing Division
220 N. Main St. Room B-35
P.O.Box 8645
Ann Arbor, MI. 48107**

by 2:00 p.m. on Thursday, December 9, 2004

This submission shall include the entire Request For Proposal document and any amendments if issued.

Proposals received after the above cited time will be considered a late quote and are not acceptable unless waived by the Purchasing Manager.

- Please use the attached self-addressed label or the envelope must be clearly marked "SEALED RFP # 6167".
- Please direct purchasing and procedural questions regarding this RFP to Anne Strieter at (734) 222-6760 or email strietera@ewashtenaw.org
- Please direct specific technical questions regarding this RFP to Steve Farat at (734) 222-6598 or email farats@ewashtenaw.org

Thank you for your interest.

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I. PROPOSAL

Definitions: “**County**” is Washtenaw County in Michigan.

“**Bidder**” an individual or business submitting a bid to Washtenaw County.

“**Contractor**” One who contracts to perform work or furnish materials in accordance with a contract.

Purpose of Proposal:

Washtenaw County, Michigan is accepting quotations for fax machines, including on-site warranty repair of the fax machines, as well as repair after warranty.

The County is interested in choosing one vendor to meet a wide range of fax needs but may elect, based on responses to this RFP, to choose more than one vendor to meet these various needs.

Proposal Terms:

A. Washtenaw County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, it will be the most advantageous regarding price, quality of service, the Contractor’s qualifications and capabilities to provide the specified service, and other factors which Washtenaw County may consider. The County does not intend to award a contract fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that provider whose proposal is deemed to best meet the County’s specifications and needs.

B. The County reserves the right to reject any or all bids, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept or further negotiate cost, terms, or conditions of any bid determined by the County to be in the best interests of the County even though not the lowest bid.

C. Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days. Failure of the successful bidder to accept the obligation of the contract may result in the cancellation of any award.

D. In the event it becomes necessary to revise any part of the RFP, addenda will be provided, Deadlines for submission of the RFP’s maybe adjusted to allow for revisions. The entire proposal document with any amendments should be returned in triplicate. To be considered, original proposal and two copies must be at the County Purchasing Division on or before the date and time specified.

E. Proposals should be prepared simply and economically providing a straight-forward, concise description of the contractor’s ability to meet the requirements of the RFP. Proposals shall be written in ink or typewritten. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person **signing** the proposal.

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II. CONTRACTOR INFORMATION

The proposal shall include all of the following information (failure to include all the information could result in disqualification):

- A. The contractor's qualifications, years in business, staff profile and experience to provide the fax machines and service to these machines required by Washtenaw County.
(Attach as Addenda A)
- B. **References:** List three (3) references from current users of similar fax machines. Include name, contact name and phone number.
(Attach as Addenda B)
- C. State the name of the company and the location from which repair staff would be dispatched to provide on-site warranty repair to fax machines purchased from Contractor by Washtenaw County.
(Attach as Addenda C)
- D. Describe your procedure for logging, dispatching, and resolving service calls, both for warranty work and repairs after items are off warranty. Include phone number that County staff will call to request repair services, information that will be required for a call to be placed, internal procedures for logging and dispatching calls, follow-up procedures, procedures for escalation of a serious problem, name and address of company providing service (if other than Contractor) and any other relevant information.
(Attach as Addenda D)
- E. State the maximum response time from the time a call is placed until Contractor arrives at the location.
(Attach as Addenda E)
- F. Provide information on technical support for fax machines that is offered by Contractor. Issues such as level of support provided, number of technicians to provide support, method of support (telephone, on-site, etc.) should be addressed.
(Attach as Addenda F)
- G. Describe the installation services provided by your company when a new fax machine is purchased.
(Attach as Addenda G)
- H. Describe the training services provided by your company when a new fax machine is purchased. Include length of instruction, number of people to be trained, documentation provided and other relevant information.
(Attach as Addenda H)
- I. Review **Standard Provisions for Contracts** (Section IV, pgs.6-9) and concur that these provisions will be met.
(Attach as Addenda I)
- J. Review **Terms and Conditions** (Section V, pg. 10) and concur that these provisions will be met.
(Attach as Addenda J)

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III. EQUIPMENT INFORMATION

- A. For a low end plain paper (inexpensive, for light small office use) fax machine, answer the following information and **attach as Addenda K**:
1. Manufacturer and model number
 2. Compatibility
 3. Memory – standard
 4. Memory – optional upgrades available
 5. Modem
 6. Transmission Speed
 7. Resolution: Standard, Fine and Super Fine
 8. Original Document Size
 9. Effective Maximum Scanning Width
 10. Effective Printing Width
 11. Scanning Method
 12. Recording Paper Size
 13. Power Requirements
 14. Dimensions
 15. Weight
 16. Capacity of paper drawer for received documents – standard
 17. Capacity of paper drawer for received documents - options
 18. Capacity of automatic document feeder

 19. Provide description and specifications for the following features:
 - a) Autodialer
 - b) One-touch speed dialing keys
 - c) Automatic Redialing
 - d) Automatic FAX/TEL Switchover
 - e) Broadcast
 - f) Polling
 - g) Delayed Transmission
 - h) Automatic Document Feeder
 - i) Auto Page Retransmission and Error Correction
 - j) Telephone Function
 - k) Energy Conservation
 - l) Transmit Receipt on/off capabilities
 - m) Connectivity options – standard
 - n) Connectivity options – optional
 - o) Software options – standard
 - p) Software options – optional
 - q) Encryption – standard
 - r) Encryption - optional
 - s) Other

 20. Provide cost per page for incoming fax pages. Show how cost is calculated.

 21. Provide a recommended number of pages to be sent and received each day for this model fax machine.

 22. Cost of toner and drum.

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- B. For a mid-range plain paper fax machine, provide the following information and **attach as Addenda L.**
1. Manufacturer and model number
 2. Compatibility
 3. Memory – standard
 4. Memory – optional upgrades available
 5. Modem
 6. Transmission Speed
 7. Resolution: Standard, Fine and Super Fine
 8. Original Document Size
 9. Effective Maximum Scanning Width
 10. Effective Printing Width
 11. Scanning Method
 12. Recording Paper Size
 13. Power Requirements
 14. Dimensions
 15. Weight
 16. Capacity of paper drawer for received documents – standard
 17. Capacity of paper drawer for received documents - options
 18. Capacity of automatic document feeder

 19. Provide description and specifications for the following features:
 - a) Autodialer
 - b) One-touch speed dialing keys
 - c) Automatic Redialing
 - d) Automatic FAX/TEL Switchover
 - e) Broadcast
 - f) Polling
 - g) Delayed Transmission
 - h) Automatic Document Feeder
 - i) Auto Page Retransmission and Error Correction
 - j) Telephone Function
 - k) Energy Conservation
 - l) Transmit Receipt on/off capabilities
 - m) Connectivity options – standard
 - n) Connectivity options – optional
 - o) Software options – standard
 - p) Software options – optional
 - q) Encryption – standard
 - r) Encryption - optional
 - s) Other

 20. Provide cost per page for incoming fax pages. Show how cost is calculated.

 21. Provide a recommended number of pages to be sent and received each day for this model fax machine.

 22. Cost of toner and drum.

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- C. For a full-featured high-end plain paper fax machine, provide the following information and **attach as Addenda M.**
1. Manufacturer and model number
 2. Compatibility
 3. Memory – standard
 4. Memory – optional upgrades available
 5. Modem
 6. Transmission Speed
 7. Resolution: Standard, Fine and Super Fine
 8. Original Document Size
 9. Effective Maximum Scanning Width
 10. Effective Printing Width
 11. Scanning Method
 12. Recording Paper Size
 13. Power Requirements
 14. Dimensions
 15. Weight
 16. Capacity of paper drawer for received documents – standard
 17. Capacity of paper drawer for received documents - options
 18. Capacity of automatic document feeder
 19. Provide description and specifications for the following features:
 - a) Autodialer
 - b) One-touch speed dialing keys
 - c) Automatic Redialing
 - d) Automatic FAX/TEL Switchover
 - e) Broadcast
 - f) Polling
 - g) Delayed Transmission
 - h) Automatic Document Feeder
 - i) Auto Page Retransmission and Error Correction
 - j) Telephone Function
 - k) Energy Conservation
 - l) Transmit Receipt on/off capabilities
 - m) Connectivity options – standard
 - n) Connectivity options – optional
 - o) Software options – standard
 - p) Software options – optional
 - q) Encryption – standard
 - r) Encryption - optional
 - s) Other
 20. Provide cost per page for incoming fax pages. Show how cost is calculated.
 21. Provide a recommended number of pages to be sent and received each day for this model fax machine.
 22. Cost of toner and drum.

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IV. STANDARD PROVISIONS FOR CONTRACTS

If a contract is awarded, the selected vendor will be required to adhere to a set of general contract provisions which will become a part of any formal agreement. These provisions are general principles which apply to all contractors of service to Washtenaw County such as the following:

ARTICLE III - REPORTING OF CONTRACTOR

Section 1 - The Contractor is to report to Information and Technology Services and will cooperate and confer with him/her as necessary to insure satisfactory work progress.

Section 2 - All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.

Section 3 - All reports made in connection with these services are subject to review and final approval by the County Administrator.

Section 4 - The County may review and inspect the Contractor's activities during the term of this contract.

Section 5 - When applicable, the Contractor will submit a final, written report to the County Administrator.

Section 6 - After reasonable notice to the Contractor, the County may review any of the Contractor's internal records, reports, or insurance policies.

ARTICLE IV - TERM

This contract begins on the date contract is signed and continues for three years from date of contract.

ARTICLE V - PERSONNEL

Section 1 - The contractor will provide the required services and will not subcontract or assign the services without the County's written approval.

Section 2 - The Contractor will not hire any County employee for any of the required services without the County's written approval.

Section 3 - The parties agree that the Contractor is neither an employee nor an agent of the County for any purpose.

Section 4 - The parties agree that all work done under this contract shall be completed in the United States and that none of the work will be partially or fully completed by either an offshore subcontractor or offshore business interest either owned or affiliated with the contractor. For purposes of this contract, the term, "offshore" refers to any area outside the contiguous United States, Alaska or Hawaii.

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ARTICLE VI - INDEMNIFICATION AGREEMENT

The contractor will protect, defend and indemnify Washtenaw County, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the Contractor's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of Washtenaw County in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of contractor, any sub-contractor, or any employee, agent or representative of the contractor or any sub-contractor.

ARTICLE VII - INSURANCE REQUIREMENTS

The Contractor will maintain at its own expense during the term of this Contract, the following insurance:

1. Workers' Compensation Insurance with Michigan statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.
2. Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. The County shall be added as "additional insured" on general liability policy with respect to the services provided under this contract.
3. Automobile Liability Insurance covering all owned, hired and nonowned vehicles with Personal Protection Insurance and Property Protection Insurance to comply with the provisions of the Michigan No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insureds and policy forms shall be subject to the approval of the Washtenaw County Administrator. Such approval shall not be unreasonably withheld. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to Washtenaw County. Contractor shall be responsible to Washtenaw County or insurance companies insuring Washtenaw County for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage. Contractor shall furnish the Washtenaw County Administrator with satisfactory certificates of insurance or a certified copy of the policy, if requested by the County Administrator.

No payments will be made to the Contractor until the current certificates of insurance have been received and approved by the Administrator. If the insurance as evidenced by the certificates furnished by the Contractor expires or is canceled during the term of the contract, services and related payments will be suspended. Contractor shall furnish the County Administrator's Office with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract. Certificates shall be addressed to the County Administrator, P. O. Box 8645, Ann Arbor, MI, 48107, and shall provide for 30 day written notice to the Certificate holder of cancellation of coverage.

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ARTICLE VIII - COMPLIANCE WITH LAWS AND REGULATIONS

The Contractor will comply with all federal, state and local regulations, including but not limited to all applicable OSHA/MIOSHA requirements and the Americans with Disabilities Act.

ARTICLE IX - INTEREST OF CONTRACTOR AND COUNTY

The Contractor promises that it has no interest which would conflict with the performance of services required by this contract. The Contractor also promises that, in the performance of this contract, no officer, agent, employee of the County of Washtenaw, or member of its governing bodies, may participate in any decision relating to this contract which affects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest. However, this paragraph does not apply if there has been compliance with the provisions of Section 3 of Act No. 317 of the Public Acts of 1968 and/or Section 30 of Act No. 156 of Public Acts of 1851, as amended by Act No. 51 of the Public Acts of 1978, whichever is applicable.

ARTICLE X - CONTINGENT FEES

The Contractor promises that it has not employed or retained any company or person, other than bona fide employees working solely for the Contractor, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than bona fide employees working solely for the Contractor, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award or making of this contract. For breach of this promise, the County may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, brokerage fee, gift or contingent fee from the compensation due the Contractor.

ARTICLE XI - EQUAL EMPLOYMENT OPPORTUNITY

The Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief (except as it relates to a bona fide occupational qualification reasonably necessary to the normal operation of the business).

The Contractor will take affirmative action to eliminate discrimination based on sex, race, or a handicap in the hiring of applicant and the treatment of employees. Affirmative action will include, but not be limited to: Employment; upgrading, demotion or transfer; recruitment advertisement; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of the Contractor, will state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief.

ARTICLE XII - LIVING WAGE

The parties understand that the County has enacted a Living Wage Ordinance that requires covered vendors who execute a service or professional service contract with the County to pay their employees under that contract, a minimum of either \$9.42 per hour with benefits or \$11.06 per hour without benefits. Contractor agrees to comply with this Ordinance in paying its employees. Contractor understands and agrees that an adjustment of the living wage amounts, based upon the Health and Human Services poverty guidelines, will be made on or before May 1, 2004 and annually thereafter which

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amount shall be automatically incorporated into this contract. County agrees to give Contractor thirty (30) days written notice of such change. Contractor agrees to post a notice containing the County's Living Wage requirements at a location at its place of business accessed by its employees

ARTICLE XIII - EQUAL ACCESS

The Contractor shall provide the services set forth in Article I without discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, physical handicap, or age.

ARTICLE XIV - OWNERSHIP OF DOCUMENTS AND PUBLICATION

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the Contractor. During the performance of the services, the Contractor will be responsible for any loss of or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

ARTICLE XV - ASSIGNS AND SUCCESSORS

This contract is binding on the County and the Contractor, their successors and assigns. Neither the County nor the Contractor will assign or transfer its interest in this contract without the written consent of the other.

ARTICLE XVI - TERMINATION OF CONTRACT

Section 1 - Termination without cause. Either party may terminate the contract by giving thirty (30) days written notice to the other party.

ARTICLE XVII - PAYROLL TAXES

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability.

ARTICLE XVIII - PRACTICE AND ETHICS

The parties will conform to the code of ethics of their respective national professional associations.

ARTICLE XIX- CHANGES IN SCOPE OR SCHEDULE OF SERVICES

Changes mutually agreed upon by the County and the Contractor, will be incorporated into this contract by written amendments signed by both parties.

ARTICLE XX - CHOICE OF LAW AND FORUM

This contract is to be interpreted by the laws of Michigan. The parties agree that the proper forum for litigation arising out of this contract is in Washtenaw County, Michigan.

ARTICLE XXI - EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral.

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V. TERMS AND CONDITIONS

AWARD

Washtenaw County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, it will be the most advantageous regarding price (See "Low Bidder" following), quality of service, the Contractor's qualifications and capabilities to provide the specified service, and other factors which the County may consider. The County does not intend to award a contract fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that contractor whose proposal is deemed to best meet the County's specifications and needs.

LOW BIDDER

Low Bidder will be based on the lowest price of items.

TERM OF CONTRACT

The contract is for a three year period.

COST OF RFP

The County will not be liable for any costs associated with the preparation, transmittal, or presentation of any materials submitted in response to this RFP.

ON-SITE REPAIR OF EQUIPMENT UNDER WARRANTY

The County requires that the contractor or designated sub-contractor repair all fax machines at the County site where they are installed for a period of at least one (1) year after date of receipt at no charge to the County for labor, materials or travel time.

EVALUATION UNIT

Vendors bidding on this RFP must be prepared to supply an evaluation fax machine for review by County staff within one week of such a request. County staff will do an initial evaluation of the bids submitted and may request evaluation units from approximately 3 to 5 vendors.

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VI. BID SHEETS

#	Est. Qty.	Description	Manufacturer Model Number	Each	Price
1	3	Inexpensive plain paper fax for light personal use	_____	_____	_____
2	3	Middle-range plain paper fax for a small business or professional group	_____	_____	_____
3	10	Full featured plain paper fax for high volume use	_____	_____	_____

See Section III, pages 3-5 to provide specifications for each of the fax machines listed above.

A. Technical support charge for services described in Addenda F.

Minimum Labor Charge and billing increment (ex. Per ½ hour, per hour, etc.) \$ _____

Additional Labor and billing increment \$ _____

B. Cost of installation services as described in Addenda G.

\$ _____

C. Cost of training services as described in Addenda H.

\$ _____

D. Service Contract for on-site repair of fax machines in year two (2) and three (3).

1. Low end plain paper fax \$ _____/machine

2. Mid-range plain paper fax \$ _____/machine

3. Full-featured plain paper fax \$ _____/machine

E. Time and Material pricing for on site repair of fax machines in year two (2) and year three (3).

Minimum Labor Charge and billing increment (example: per hour, per half hour) \$ _____

Additional Labor and billing increment \$ _____

Is travel time included? (check)

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_____ NO Charge for travel time

_____ Porthole to porthole (from last location)

_____ Contractor's office to location

Minimum travel charge and billing increment \$ _____

Additional Travel Time and billing increment \$ _____

ADDENDA

Attach requested **ADDENDA A through M** to the balance of this RFP. See pages 2-5 for information to include.

SIGNATURE PAGE

_____ Signature	_____ Company Name
_____ Print Name	_____ Company Address
_____ Title	_____
_____ Date	_____ City St. Zip
_____ Telephone #	_____ Fax #
_____ URL address	_____ Email Address
_____ Federal Tax ID #	<u>CHECK ONE</u> Partnership _____ Non Profit Corp. _____ Profit Corp. _____ Other _____

The above individual is authorized to sign on behalf of company submitting proposal.

Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days.