



## **County Of Siskiyou**

### **Request for Proposals (RFP) RFP #23-01 – County Administrative Office**

### **TO PROVIDE**

### **MULTI-FUNCTIONAL COPIER AND PRINTER DEVICES AND MAINTENANCE**

**Proposals may be mailed, delivered, or emailed to:**

**Anna Hendricks**  
Management Analyst  
Office of Administration  
1312 Fairlane Rd., Suite 1  
Yreka, CA 96097  
[purchasing@co.siskiyou.ca.us](mailto:purchasing@co.siskiyou.ca.us)

**Proposals Due by:**

**October 27, 2022**

**4:00 PM**

**County of Siskiyou  
Request for Proposals  
To provide Multi-Functional Devices and Maintenance to County  
Owned Machines**

The following schedule of events will be followed to the extent achievable; however, the County reserves the right to adjust or make changes to the schedule as needed.

**Estimated Timeline of Events**

<b>Date</b>	<b>Activity</b>
10/17/2022	Release of Request for Proposals (RFP)
10/25/2022	Deadline to Submit Questions
10/27/2022	Submission of Proposals due by 4:00 PM
10/28/2022	Review of Proposals
Estimated 11/4/2022	Notification of Final Selection
TBD	Professional Service Agreement Processed
TBD	Professional Service Agreement Start Date

## **1.0 Preface**

The County of Siskiyou, through the County Administrative Office, is seeking proposals from qualified vendors to provide multifunctional copier and printer devices for County purchase or lease as well as maintenance and services to these devices. Offices within the County utilize machines or devices that, in many cases, are multifunctional in that they function as a printer as well as a fax, scanner, copier, or other.

## **2.0 Scope of Work**

Services the successful Proposer will be expected to provide, include but are not limited to:

1. Sales or lease and installation of multifunctional devices to meet the different needs of the requesting County office;
  - a. Provide current model year machines for purchase by the County;
  - b. Machines must be in new condition which have not been sold or used previously;
  - c. Machines shall have no used or remanufactured parts of components;
  - d. The machines shall not have been under lease or used as a demonstration or test machine since its original manufacture.
2. Maintenance and services of devices;
  - a. Care, firmware updates, upkeep or support of devices, including, but not limited to, all parts and labor except for paper and staples, and for which Consultant is responsible for the cost of providing;
  - b. Verify the firmware installed is the current version as recommended by the manufacturer.
3. Capacity to support the County's copier and printer fleet during County Business Days (Monday through Friday, excluding County holidays as designated by the Siskiyou County Board of Supervisors) with the potential for emergency hours.
4. Coordinate with County departments in the selection of the equipment that is appropriately sized and functional for current business needs.
5. Installation of equipment at the location specified by the County within 30 calendar days of receipt of purchase order;
  - a. This will require contact with County departments as specified on the purchase order to schedule a mutually agreeable date for the equipment to be installed and any training that may be needed;
  - b. If a device or part is defective, reasonable efforts shall be made to replace the device or part no later than the next County business day unless otherwise approved in writing by an authorized County representative.

6. Removal and disposal of terminated devices;
  - a. Provide a trade-in credit for all machines provided under the resulting agreement to be used towards the purchase of a replacement machine;
  - b. If it is determined the machine has no value, it shall be removed and disposed of;
  - c. In either instance, certification of data wipe is required.
7. Provide certified technicians for the performance of all work.
8. Provide scheduled maintenance and repairs in order to reduce downtime;
  - a. Scheduled maintenance should be mutually agreed upon.
9. Provide routine maintenance service and cleaning in accordance with manufacturer requirements.
10. Provide all supplies, excluding paper and staples, including but not limited to toner and developer, and incur applicable freight charges for all supplies.
11. The County will pay only actual click/copy usage and will not pay overage or underage fees;
  - a. It is preferred to have a standardized click/copy charge for each black and white and color copy.
12. Require personnel performing any services on County property to carry picture identifying badges when on County premises.
13. When replacing an existing machine, data from that machine should be transferred to the replacement and updated drivers shall be provided to County IT for any print server the machine is to communicate with.
14. Upon replacement or removal of machine, all data shall be wiped from the device as well as from any media that was used to transfer the data or remove the hard drive from the device and provide it to County IT. Certification of successful data wipe, if a form acceptable to the County, shall be completed and provided to County IT.
15. Provide an enterprise-level centralized management system, which shall include hardware, software and licenses required to maintain an automated means to collect and forward meter readings from all installed equipment, and shall not conflict with the security requirements or policies of the Siskiyou County Network, and shall comply with the following requirements:
  - a. Devices shall be configured manually with static Internet Protocol (IP) address and connect to required devices only. Broadcasting across County networks is not allowed.
  - b. The enterprise-level centralized management system shall only communicate with the devices that it supports.

- c. The enterprise-level centralized management system shall pull only the required data for Meter Reads.
- d. The enterprise-level centralized management system shall initiate an outbound only network connection to the authorized service provider.
- e. Remote administration of devices and the enterprise-level centralized management system shall be enabled and disabled as requested by County IT.
- f. County IT shall have full access and admin rights to the devices, as well as the enterprise-level centralized management system.
- g. Should the automated meter reading fail or should the enterprise-level centralized management system violate any of the requirements listed in the agreement, IT may disable the system, and the Contractor shall be responsible for manual collection of meter readings until the system is repaired and/or meets the requirements.

There is no guarantee as to the quantity of machines or the timeframe in which specific departments will phase out of their current contracts. The County is seeking a qualified vendor who can demonstrate that they possess organizational, functional, and technical capabilities, as well as the experience, expertise, and qualifications to provide and support the many machines used throughout the County. Due to the importance of these machines in the office setting, the successful vendor must possess the capacities and staffing to ensure timely repairs and maintenance.

Proposers should feel free to include any other services not specified that they deem necessary to achieve the goals of this RFP.

### **3.0 Submission Requirements**

**Proposal Format:** Proposals must contain the following:

#### **1. Cover Letter**

- a. Please provide the Proposer's name, address, and telephone number. The letter must be signed by a representative authorized to enter into contracts on behalf of the Proposer.

#### **2. Qualifications**

- a. Provide specific information concerning the Proposer's experience with the services specified in this RFP. Examples of completed projects, as current as possible, should be submitted as appropriate.
- b. Be certified by the appropriate manufacturer for the provision of Services.
- c. Provide an adequate number of trained technicians to meet the County's needs and prevent interruptions to County business.

- d. Provide a click/copy charge that includes all charges for maintenance, service, and repairs, including materials required to keep machines in operational condition.
- e. Provide a click/copy charge based on actual usage with no overage or underage charges.
- f. Continuously maintain insurance in amounts specified in the contract and provide proof of coverage such as certificates of insurance.
- g. Provide a single point of contact for service requests and billing questions.
- h. Provide service technicians within the timeframe agreed upon within the contract agreement.
- i. Have a provision for emergency maintenance performed outside of County Business Hours.
- j. Removal of vendor/contractor machines, either for trade-in or disposal, when the County determines they have reached end of life.

### **3. Company Profile**

- a. Provide a brief description of your company, including business structure, address, the total number of employees, overall industry experience, certifications, affiliations, and relevant experience. Support your capacity to perform the services detailed in this RFP.

### **4. Approach:**

- a. Provide an analysis of the methodology developed to perform all required services and your response to the scope of work as referenced above.

### **5. References:**

- a. Please include at least three (3) references, including name, address, telephone number, and Email, for whom similar services have been provided.

### **6. Price Proposal:**

- a. Provide a transparent fee schedule that outlines all of the costs associated with the required services, broken down by category of products and services, and all on-going costs for recommended or required services.

The proposal must include all requirements as listed and correlate to the Scope of Work outlined under this RFP.

**Conflict of Interest:** Proposer(s) shall disclose to the County any interest, direct or indirect, which could conflict in any manner or degree with the performance of service required. At the

County's discretion, a potential conflict of interest, to the extent it is waivable, may be waived or factored into the final award decisions and/or a modified Scope of Work.

#### **4.0 Selection Process**

The proposals received in response to this RFP will be screened by a selection committee. The selection committee will consider only the proposals which have been considered responsive to the RFP. Any proposal that fails to meet the RFP's requirements will be regarded as non-responsive and may be rejected. A proposal, which is in any way incomplete, irregular or conditional, at the County's discretion, may be rejected. The following criteria will be used in the evaluation of the potential consultants:

1. Qualifications
2. Approach
3. Experience and references
4. Proposed costs

The County may meet or interview any or all of the proposers during the evaluation process. A contract may be negotiated with one or more qualified entities selected during the evaluation process. Proposals not selected in the evaluation process may be awarded a contract should negotiations with the selected Proposer(s) prove unsuccessful. The County reserves the right to reject any and all proposals and reserves the right to waive any non-substantive defects in the proposals. The County may terminate, in part or its entirety, the RFP process.

#### **5.0 General Information**

Proposals must be submitted by way of mail, hand delivery, and/or electronic means, as described below:

1. **Hand Delivery:** Hard copy proposals submitted by hand delivery must be received at the County Administrative Office at 1312 Fairlane, Suite 1, Yreka, CA 96097 on or before October 27, 2022 (ATTN: Anna Hendricks, Management Analyst. Please note "RFP #23-01" on front of envelope.
2. **Mailing:** Hard copy proposals by way of mail must be mailed to 1312 Fairlane Road, Suite 1, Yreka, CA 96097 and postmarked by October 27, 2022. Please note "RFP #23-01" on front of envelope.
3. **Electronic Copy Submittal:** Submit an electronic copy of the proposal via email. Electronic copies shall be emailed to Anna Hendricks, Management Analyst, at [ajhendricks@co.siskiyou.ca.us](mailto:ajhendricks@co.siskiyou.ca.us) and must be received by October 27, 2022. Please include "RFP #23-01" in the subject line.

Proposers shall provide One (1) original copy with signature and Three (3) exact copies of the original by hand or mail delivery, as instructed above.

Proposers submitting proposals electronically will only be required to send one signed copy.

Proposers are asked to direct all inquiries related to the project(s) to Anna Hendricks by email, [ajhendricks@co.siskiyou.ca.us](mailto:ajhendricks@co.siskiyou.ca.us), or by phone at (530) 842-8003.

The County will provide the following to assist the selected entity(s):

1. Designate a person to act as the County's point of contact with respect to the work performed under the contract.
2. Information, as legally allowed and reasonably attainable, in possession of the County that relates to the requirements of the project(s) or which is relevant for the project(s).
3. Facilitate coordination with other entities, local agencies, organizations, and individuals if necessary.
4. Advice on the project scope of work.
5. Review and validation of project deliverables.

A contract award resulting from this RFP will be made without discrimination on any basis prohibited under state or federal law.

## **6.0 Attachments**

Attachment A – County Contract Template

Attachment B – Local Preference Statement