



City of Rochester, New Hampshire  
INFORMATION TECHNOLOGY

**BID 22-38: Printer/MFD Device and Print Management Solution**

**INVITATION TO BID**

City of Rochester, NH is soliciting a competitive bid;

1. **BID: Bid 22-38 Printer/Multi-Function Device & Print Management Solution**
2. BID Questions: All questions and concerns related to this Bid shall be submitted via email to [purchasing@rochesternh.net](mailto:purchasing@rochesternh.net) before March 25, 2022.
3. BID Submission:  
  
Submit Electronically via Email: [RFP22-38@rochesternhnet.onmicrosoft.com](mailto:RFP22-38@rochesternhnet.onmicrosoft.com)  
Include in Email subject line: **Bid 22-38**. An automated email confirmation will be generated to bidder once bid has been received. It is the bidder's responsibility to ensure proper email submission of bid, and to monitor for the confirmation email.
4. Bid Receipt Date & Time: No later than **April 13, 2022 at 5:00pm**.
5. Bid Opening Date & Time: **April 14, 2022 at 2:30 pm**. Opening will be conducted virtually via City of Rochester's Government Channel Video on Demand-Live Stream broadcast <https://rochesternh.viebit.com/?folder=ALL>. Select Live Stream top center. Local broadcast will also occur on Atlantic Broadband cable government channel #26.
6. Bid Specifications, Questions & Addendums (Q&A): Can be obtained by visiting <https://rochesternh.net/bids> see **OPEN BIDS** section. Or contact [purchasing@rochesternh.net](mailto:purchasing@rochesternh.net). Note Q&A updates will end two weeks prior to bid opening.
7. Bid Results: Results can be obtained at <https://rochesternh.net/bids>, in **CLOSED BIDS** section. Select the specific bid to see all results, or contact Purchasing Agent.



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## **GENERAL BID TERMS AND CONDITIONS**

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### I. PREPARATION OF BID PROPOSAL

1. The Bidder shall submit her/his proposal upon the form(s) furnished by the City (attached). The bidder shall specify a unit price for each pay item. All figures shall be typed.
2. The bidder's proposal must be signed by the individual, by one or more members of the partnership, by one or more members or officers of each firm representing a joint venture, by one or more officers of a corporation, or by an agent of the contractor legally qualified and acceptable to the owner. If the proposal is made by an individual, bidder's name and post office address must be shown, by a partnership the name and post office address of each partnership member must be shown; as a joint venture, the name and post office address of each must be shown; by a corporation, the name of the corporation and its business address must be shown, together with the name of the state in which it is incorporated, and the names, titles, and business addresses of the President, Secretary, and Treasurer.
3. All questions shall be submitted electronically and received by the Purchasing Agent in compliance with #2 on the Invitation to Bid cover sheet.

### II. IRREGULAR PROPOSALS

Bid proposals will be considered irregular and may be rejected for any of the following reasons:

1. If the proposal is on a form other than that furnished by the Owner or if the form is altered or any part thereof is detached.
2. If there are unauthorized additions, conditional or alternate bids, or irregularities of any kind which may tend to make the proposal incomplete, indefinite or ambiguous as to its meaning.
3. If the bidder adds any provisions reserving the right to accept or reject an award, or to enter into a contract pursuant to an award.
4. If the proposal does not contain a unit price for each pay item listed, except in the case of authorized alternate pay items.

### III. DELIVERY OF BID PROPOSALS

All proposals shall be filed prior to the time and at the place specified in the invitation for bids. Proposals received after the time for opening of the bids will be returned to the bidder, unopened. All bids must be emailed using the instructions on the first page of this bid document entitled Invitation to Bid.

### IV. WITHDRAWAL OF BID PROPOSALS

A bidder will be permitted to withdraw his proposal unopened after it has been deposited if such request is received via email to [purchasing@rochesternh.net](mailto:purchasing@rochesternh.net) prior to the time specified for opening the proposals.



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#### V. PUBLIC OPENING OF BID PROPOSALS

Proposals will be opened and read publicly at the time and place indicated in the invitation for bids. Bidders, their authorized agents, and other interested parties are invited to watch the live streamed event.

#### VI. DISQUALIFICATION OF BIDDERS

Either of the following reasons may be considered as being sufficient for the disqualification of a bidder and the rejection of her/his bid proposal(s):

1. Evidence of collusion among bidders.
2. Failure to supply complete information as requested by the bid specifications.

#### VII. CONSIDERATION OF PROPOSALS

1. Bids will be made public at the time of opening and may be reviewed only after they have been properly recorded. In case of discrepancy between the prices written in words and those written figures, the prices written in words shall govern. In case of a discrepancy between the total shown in the proposal and that obtained by adding the products of the quantities of items and unit bid prices, the latter shall govern.
2. The right is reserved to reject any or all proposals, to waive technicalities or to advertise for new proposals, if in the judgment of the City, the best interest of the City of Rochester will be promoted thereby.
3. Bid results will be available on the website at [www.rochesternh.net](http://www.rochesternh.net) within 48 hours of the bid opening.

#### VIII. AWARD OF CONTRACT

The City holds the right, in its judgment, to award the contract to the bidder, which it feels is in the best interest of the City. If a contract is to be awarded, the Contractor/Vendor selection shall be based in part on possession of the necessary experience, organization, technical and professional qualifications, skills and facilities, reference checks, project understanding, approach, ability to comply with proposed or required time to completion or performance, licensing or certification, in good standing with Federal, State and Local agencies, possession of satisfactory record of performance, cost and to a responsible and qualified bidder whose proposal complies with all the requirements prescribed as soon as practical after the bid opening. No bid shall be withdrawn for a period of (60) sixty days subsequent to the opening of bids without the consent of the City of Rochester. The successful bidder will be notified, by the form mailed to the address on his proposal, that his bid has been accepted and that he has been awarded the contract.

#### IX. CONTRACT TERMS

All lease agreements and paperwork must include a statement of non-appropriation that in the event no funds or insufficient funds are appropriated and budgeted for the agreement, that the agreement would terminate and be rendered null and void on the last day of the fiscal period of which appropriations were made without penalty, liability or expense to the City of any kind.



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Selected provider shall agree to lease contract term selected. The award resulting from the RFP will be a firm fixed contract for the duration of the lease term. The contract will not auto renew but will go into month to month contract at the conclusion of the contract unless either the successful vendor or City notifies the other of its intent to terminate the contract at the end of the initial contract period. The notice to terminate the contract at the end of or after the initial contract period must be delivered to the City in writing at least 30 days prior to the termination date.

#### X. CANCELLATION OF AWARD

The City reserves the right to cancel the award of any contract at any time before the execution of such contract by all parties without any liability or other claim against the City.

#### XI. BID EVALUATION

In addition to the bid amount, additional factors will be considered as an integral part of the bid evaluation process, including, but not limited to:

1. The bidder's ability, capacity, and skill to perform within the specified time limits.
2. The bidder's experience, reputation, efficiency, judgment, and integrity.
3. The quality, availability and adaptability of the supplies and materials sold.
4. The bidder's past performance.
5. The sufficiency of bidder's financial resources to fulfill the contract.
6. The bidder's ability to provide future maintenance and/or services.
7. Any other applicable factors as the City determines necessary and appropriate (such as compatibility with existing equipment).

#### XII. LAWS, PERMITS AND REGULATIONS

1. The Contractor shall obtain and pay for all licenses and permits as may be required of him by law, and shall pay for all fees and charges for connection to outside services, and use of property other than the site of the work for storage of materials or other purposes.
2. The Contractor shall comply with all State and Local laws, ordinances, regulations and requirements applicable to work hereunder, including building code requirements. If the Contractor ascertains at any time that any requirement of this Contract is at variance with applicable laws, ordinances, regulations or building code requirements, she/he shall promptly notify the City of Rochester in writing.

#### XIII. INSURANCE & LEGAL BUSINESS ENTITY

Contractor and any related subcontractors will carry appropriate liability insurance and be a legal business entity authorized to conduct business in the State of New Hampshire.

#### XIV. DEFAULT AND TERMINATION OF CONTRACT

If the Contractor:

1. Fails to begin work under Contract within the time specified in the notice to proceed; or



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2. Fails to perform the work with sufficient workers and equipment, or with sufficient materials to assume prompt completion of said work; or
3. Performs the work unsuitably or neglects or refuses to remove materials or to perform anew such work as may be rejected as unacceptable and unsuitable; or
4. Discontinues the prosecution of the work; or
5. Fails to resume work, which has been discontinued, within the time frames included in specifications; or
6. Becomes insolvent or has declared bankruptcy, or commits any act of bankruptcy or insolvency; or
7. Makes an assignment for the benefit of creditors; or
8. For any other causes whatsoever, fails to carry on the work in an acceptable manner the City of Rochester will give notice, in writing, to the Contractor for such delay, neglect, and default.

If the Contractor does not proceed in accordance with the Notice, then the City of Rochester will have full power and authority without violating the Contract to take the prosecution of the work out of the hands of the Contractor. The City of Rochester may enter into an agreement for the completion of said Contract according to the terms and conditions thereof, or use such other methods as in the City's opinion will be required for the completion of said Contract in an acceptable manner.

All extra costs and charges incurred by the City of Rochester as a result of such delay, neglect or default, together with the cost of completing the work under the Contract will be deducted from any monies due or which may become due to said Contractor. If such expenses exceed the sum which would have been payable under the contract, then the Contractor shall be liable and shall pay to the City of Rochester the amount of such excess.

#### XV. OBTAINING BID RESULTS

Bid results will be available on the website at [www.rochesternh.net](http://www.rochesternh.net) within 48 hours of the bid opening.

#### **PURPOSE OF BID**

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The purpose of this Bid is to solicit competitive bids to provide a comprehensive MFP/Digital Copier Fleet & Print Management solution for the City to replace the currently contracted services while at the same time including upgrades and new features that will improve efficiency, reduce cost and allow for modern workflows. It is the City's desire to significantly reduce the number of MFP's over the first 12 months of awarding a contract. At the same time, the City desires flexibility to add devices to the contract during the contract term. The City's current contracted print/copier/MFD services ends June 2022. The City would like to replace the entire fleet of devices by then.

#### Goals:

- Replace current fleet with new, modern devices.



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- Reduce fleet where the needs of users can be met efficiently using fewer devices while preserving confidentiality, ensuring accessibility to printer/copier feature sets and speed of accessing device (physical proximity).
- Improve availability of devices by implementing a print management solution.
- Use PIN, security card or other technology to secure printing.
- Include centralized software solution to manage all devices in fleet. This solution should include reporting as specified further in this RFP.
- Include current technologies like OCR and scan to cloud solution.
- Initially reduce the fleet while maintaining service levels to users. Contract flexibility that allows adding and removing devices during the contract term as needed by the City.

#### BID TIMELINE

Milestone	Date
RFP Issued	March 11, 2022
Last day for questions/clarifications	March 25, 2022
Response to vendor questions/clarifications	April 1, 2022
Bid submission due – electronic only	April 13, 2022, 5:00m
Opening	April 14, 2022, 2:30pm
Oral presentations	April 18, 2022 – April 22, 2022
Contract awarded (anticipated)	May 6, 2022

#### BID RESPONSE REQUIREMENTS

Each bid response must include **Sections 1 – 6** below, fully executed. Partial responses will not be accepted. Note that Section 1 includes a completed spreadsheet of devices, which is a separate document. Please use the forms included in this Bid document to respond. Other formats will not be accepted. All text boxes will automatically expand to allow for longer responses.

##### Notes for Section 2.

In this section of the response, indicate what the TOTAL COST including ALL fees to contract, use, maintain and terminate a contract on similar devices. Service contracts must include all service/maintenance, parts and supplies, including staples but not including paper. Use an average yearly consumption of 1.3M black & white images and 203,000 color images. All print pricing is to be fixed for the duration of the lease term. Maintenance Support and Software Upgrade Assurance are required and must be included in pricing for all print management solutions.



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Delivery fees should be included in 5 year total cost pricing. No additional fees will be paid. All copy, print, scan, fax and basic configuration installation for the multi-functional devices is also to be included in the initial pricing.

All successful proposers will be required to remove the current leased machines, store if necessary to fulfill the contract term, and return or dispose of them back in the manner required by the existing leasing company free of charge to the City. The winning bidder would be responsible for any missing or damaged equipment during shipment.

All equipment provided by the winning vendor must be new, current production models, with certification from manufacturer attesting to current production status

- New is defined as newly assembled for first-time use with new components and wherein serial numbers, chassis, parts or any components have not been previously used.
- Current production shall mean that the model is currently being manufactured and marketed to the commercial marketplace as brand new equipment.
- EnergyStar compliant.
- All devices must include the ability for City staff to perform a complete data wipe of the drive. This should be done in a secured area of the on board user interface. Ability to securely remote wipe the drive is preferable.

All pricing must be fixed for duration of contract term. All additional vendor options/recommendations must clearly lay out pricing structure similar to what is listed above.

Quarterly equipment service price to include B&W and color images. Must also include all parts, labor, toner and staples for all devices.

Include brochures/flyers for each device proposed in the response.





**BID 22-38 VENDOR RESPONSE**

**Section 1: Vendor information**

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Legal business name	
Address	
Primary contact	
Primary contact phone	
Primary contact email	

Authorized signature

Signature	
Name	
Title	

**Section 2: Five year total cost of comparable replacement equipment and services**

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**Completing this section of the response:** There are 3 major components of Section 2 of the bid response.

1. Replacement devices. Fill out columns I and J in BID22-38-ReplacementDeviceSpreadsheet.
2. 5 year cost analysis. Then assuming the devices indicated in the above spreadsheet, complete the following.

Pricing Components		5 year consumption	5 year cost
60 Month FMV Lease Price	/month	60 months	
Interest rate on 60 month FMV lease	/month	60 months	



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Fixed B&W image rate (1.3M prints/year)	/ Image	6.5million prints	
Fixed Color image rate (203K prints/year)	/Image	1.015 million prints	
Delivery, installation & training on the new equipment costs	N/A	N/A	
Additional costs (please specify each additional cost by adding line items to this table). All costs must be accounted for including contract fees, lease fees, etc.			
<b>Total 5 year cost – all inclusive</b>			

3. MFD functionality, contract, misc. The list below includes more specialized features. Not each feature is required in every MFD. If the feature is only in some proposed devices or would be an additional cost, please indicate that in your response.

Scanning	Vendor response
Scan to email or multiple emails in one scan. List if there is a maximum number of addresses per device.	
Scan to network share. List if there is a maximum number of shares per device.	
Scan to Office 365 SharePoint / OneDrive. List if there is a maximum number of locations per device.	
Optical character recognition	
PDF optimization for reduction of file size	
Store scans in industry standard PDF and configurable to other format. List formats, including PDF versions.	
Two-sided single pass scanning (single pass duplex)	
Must not count scans as meter clicks for purposes of computing per print charges	
Printing	Vendor response
Capable of WIFI Direct printing	
Capable of two-sided (single pass duplex) printing	
Faxing	Vendor response
Capable of faxing direct from copy machine and E-Fax from desktop computers.	



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Security	Vendor response
Explain how secure printing is enabled.	

Service, Support, and Supplies Requirements	Vendor response
Machines shall be delivered, installed and made ready for use by vendor. Vendor shall coordinate and provide delivery at no additional fee.	
Vendor provides all parts for all service calls.	
Equipment will be replaced, should the need arise, with like equipment at the vendor's expense.	
Vendor will provide routine maintenance and repair services for no additional fee.	
Vendor shall provide toner, drum, fusers, etc. and shall include the cost in the maintenance price. Please indicate the SLA for service needs. Describe how service will be initiated and responded to.	

End of Lease Terms	Vendor response
Vendor is responsible for the return of machines if the City decides not to purchase the units at the end of lease.	
Vendor will provide details for End of Lease process and will include the details in the contract.	
Full data wipe of all storage devices included for each device.	

Fleet selection and sizing	Vendor response
The City's current contract ends June 30, 2022, at which time the City will own the current fleet. What is the current lead time from award to installation of the devices you are proposing? If you are not able to get replacement machines installed by the end of the current lease, how could you support the City until you get inventory to install?	



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<p>Please detail how you will assist the City in determining the best inventory of devices for our needs. This should include the initial look at the City's needs for determining the first installation and extend through the lifecycle of the contract. How will you ensure that each device has all needed functionality?</p>	
<p>Please add any additional relevant information about your company or proposed solution.</p>	

### Section 3: Training

The successful proposer will provide basic training on all devices to City staff at no additional charge including copier, printer, scanner, fax and basic configuration training. The successful proposer will also include all basic training on the print management solution to all City staff including IT at no additional charge including implementation, maintenance and reporting tools. Please describe how that would be delivered and how to address training / onboarding employees during the remainder of the lease term.

Description	Vendor response
<p>Please describe your proposed training for the IT staff.</p>	
<p>Please describe training that will be available to all users at the beginning on the contract term.</p>	
<p>Please describe training that will be available to IT and users for the duration of the contract term.</p>	

### Section 4: Print management solution

Please indicate to what extent you can meet each of the requirements. For any items that you cannot meet but have an alternative solution, please explain.

Minimum Print Management Requirements	Vendor Response
<p>Name of the print management solution you recommend</p>	
<p>Solution cost. If per user, assume 200 users.</p>	
<p>Find Me Printing (Auto Release at login) at MFP's</p>	
<p>Find Me Printing (Release from List) at MFP's</p>	



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Secure Release through Find Me Printing and Card Authentication at MFP's	
Secure Release through Find Me Printing and PIN Authentication at MFP's	
Secure Release through Find Me Printing and credentialing integration with Microsoft Active Directory	
Consolidated Management & Reporting, minimum:	
By Device (printers & Copiers)	
By User	
By Shared Account (client, department, faculty)	
By Location	
By Date and Time/Period	
By Environmental Impact	
Optionally Apply Rules and Quotas per user or groups at the MFP	
Delete out-of-date Print Jobs from MFP's	
Print from guest devices with user account resolution through print queue at MFP's (secure Mobile and BYOD printing)	
Web-based management software and tools	
Describe licensing structure and cost	
5 Year Support & Software Upgrade Assurance	
Other associated costs (5 year term)	
RFid HID Prox Card Reader USB (1 year warranty included & metal brackets). 1 Card Reader per MFP.	
Installation & Training Included	
MFP Embedded Software	
Tracking of copy, print, scan and fax activity	
Other notable features	

**Section 5: Addition or removal of device during contract term**

Description	Vendor response
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Describe the process of adding a device during the contract term. Include details on costs, installation, and affect on contract.	
Describe the process of eliminating a device during the contract term. Include details on costs, installation, and affect on contract.	
Describe the process of replacing a device during the contract term. Include details on costs, installation, and affect on contract.	

**Section 6: References**

Please include 3 local municipalities or public school who can be contacted as a reference for whom you have provided similar services for the past 3 years.

**Reference #1**

Organization name	
Contact name	
Mailing Address	
Phone	
Email	
Contract start date	
Fleet size (# devices)	

**Reference #2**

Organization name	
Contact name	
Mailing Address	
Phone	
Email	
Contract start date	
Fleet size (# devices)	

**Reference #3**

Organization name	
Contact name	
Mailing Address	
Phone	
Email	
Contract start date	
Fleet size (# devices)	



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