

REQUEST FOR PROPOSAL (“RFP”) FOR:

**Managed Print Services and
Interactive White Board**

MAINE TOWNSHIP

**PROPOSALS MUST BE RECEIVED NO LATER THAN
9:30 a.m., CENTRAL TIME, ON OCTOBER 15, 2018**

All proposals and other communications must be addressed and returned to:

**Maine Township
1700 Ballard Rd
Park Ridge, IL 60068-1006
847-297-2510**

By Order Of:

**Laura J. Morask
Maine Township Supervisor**

**REQUEST FOR PROPOSAL
MANAGED PRINT SERVICES AND INTERACTIVE WHITE BOARD
MAINE TOWNSHIP**

Maine Township is seeking Managed Print Services and an Interactive White Board for our Town Hall location. Please read each section carefully for information regarding the Request for Proposal (“RFP”) and submittal instructions.

Please know that Maine Township shall accept proposals for Managed Print Services and an Interactive White Board in accordance with this Request for Proposal. Maine Township requires all contractors and vendors doing business with Maine Township not to discriminate against anyone on the basis of race, age, color, religion, gender, sexual orientation, ancestry, national origin, veteran status, and non-job-related disabilities.

All proposals must be submitted in a sealed envelope. Any proposal that is not sealed shall be rejected from consideration by Maine Township. Maine Township will not accept for consideration any proposals transmitted by facsimile or email.

The deadline for responding to the RFP is 9:30 a.m., central time, on October 15, 2018. All proposals that are not received prior to the deadline shall be rejected from consideration. Proposals shall be reviewed by Maine Township at the October 23, 2018 board meeting.

Proposals must be submitted in a sealed envelope addressed to:

Dayna Berman
Township Administrator
Maine Township
1700 Ballard Rd
Park Ridge, IL 60068

**REQUEST FOR PROPOSAL
MANAGED PRINT SERVICES AND INTERACTIVE WHITE BOARD
MAINE TOWNSHIP**

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SECTION A: GENERAL INFORMATION

A. About Maine Township

Maine Township is one of thirty townships in Cook County. Maine Township contains portions of the Chicago suburbs of Des Plaines, Park Ridge, Niles, Glenview, Morton Grove, and Rosemont. Founded in 1850, Maine Township is the oldest unit of local government in the area. During its existence, it has seen its surroundings grow from a predominantly rural farming community to a major metropolitan area with some 135,000 residents.

Maine Township exists to serve the needs of its residents. Some of the services these departments provide include assisting financially distressed residents by providing temporary financial assistance, advocacy services, and a food pantry; affordable therapy for youth and families along with a host of groups and activities for youth; senior services providing a variety of activities, trips, and recreational programs for seniors; assistance with property tax assessment appeals and exemptions; a central location for voter registration, passport and vehicle sticker purchases; code enforcement to monitor compliance with local code ordinances; and program for young adults who want to stay clean and sober.

The Township moved to its current headquarters at 1700 Ballard Road in Park Ridge in 1983. The building was a former church designed by Lloyd Wright, son of the famous architect Frank Lloyd Wright. The building's 27,000 square feet contain the first floor, a fully finished basement and a second story office overlooking the main meeting room that served as the sanctuary for the original church.

B. General Information

Maine Township Town Hall currently has 1 Color Laser Copier/Printer/Scanner, 3 B&W Laser Copiers/Printers/Scanners, 15 B&W Laser Printers and 1 70" Interactive Whiteboard that is freestanding. The current B&W print volume monthly average is 38,000 prints and the current color print volume monthly average is 1,400 prints.

Maine Township makes no guarantee regarding total print volumes during the terms of this contract as we cannot predict actual print volumes.

Maine Township is currently under contracted services for the copiers, printers and whiteboard until November 30, 2018.

As a result of responses to this RFP, Maine Township plans to review submissions of selected consultants it determines can best meet the requirements outlined herein. Negotiations will be held on both the scope and the cost to select the company that Maine Township believes can best satisfy its requirements at rates it perceives are reasonable

for the services provided. Subject to “Reservation of Rights” below, it is anticipated that a contract will be awarded for the work described. The contract awarded will be for a period of three years.

There is no expressed or implied obligation for Maine Township to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. During the evaluation process, Maine Township reserves the right to request additional information or clarification from proposers, or to allow corrections of errors or omissions. At the discretion of Maine Township, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

All information, prices and content submitted to Maine Township will be public and the vendor has no right to privacy, as all submissions are subject to the Illinois Freedom of Information Act. All information may be posted on our website and discussed openly at Board of Trustees meetings.

SECTION B: SPECIFICATIONS

A. Statement of Purpose

Maine Township is requesting proposals for Managed Print Services and an Interactive White Board in accordance with this Request for Proposal. Maine Township is seeking to retain Managed Print Services and an Interactive White Board.

B. Scope of Services

Vendors providing a service or installing equipment on or about Maine Township property shall provide to the Maine Township Supervisor evidence of Comprehensive, Liability, and Workman's Compensation insurance prior to commencement of work on Maine Township property. The vendor guarantees to save Maine Township, its agents or employees, harmless from liability of any nature or kind, for use of any copyright, composition, secret process, patented or unpatented invention, articles or appliances furnished or used in the performance of the contract, or which the vendor is not the patentee, assignee, or licensee.

Furthermore, the vendor hereby agrees to save and hold harmless and indemnify Maine Township from and against all injury, death, damage, loss, claims and liability caused by or arising out of the performance of this agreement by the vendor, its employees, or agents. This agreement extends to all claims, of any nature, whether made by the vendor's employees.

The company will provide Maine Township with:

- a. 1 Color Laser Copier/Printer/Scanner
 - a. 4 paper drawers and finisher
 - b. Duplexing
 - c. Capability for ledger and legal paper and bypass tray
 - d. Stapling
 - e. Secure Printing and Scanning
 - f. Address Book feature
- b. 3 B&W Laser Copier/Printer/Scanner with 4 paper drawers and finisher
 - a. 4 paper drawers and finisher
 - b. Duplexing
 - c. Capability for ledger and legal paper and bypass tray
 - d. Stapling
 - e. Secure Printing and Scanning
 - f. Address Book feature
- c. 11 Desktop B&W Printers
 - a. One paper drawer
 - b. Duplexing

- c. Bypass Tray
- d. Ability to print envelopes and labels
- d. 1 70" (or similar size) Touchscreen Interactive Whiteboard
 - a. 1920x1080 Resolution or better
 - b. Touch Screen
 - c. Windows 10
 - d. Microsoft Office with Powerpoint
 - e. Presentation Software
 - f. Ability to play DVDs and Blu-Rays
 - g. Flash Drive reader
 - h. Integrated WiFi
 - i. Quality Sound System
 - j. Rolling Cart /Stand

All devices to be compatible with Windows based computers. Must have options for secure printing and scanning. No used or refurbished devices – all devices to be new, reliable, high quality and respected brands.

The following services are required:

- a. Program to include devices as well as all supplies and parts necessary to maintain functionality and quality.
- b. Single point of contact for issues and requests
- c. Staffed help desk for troubleshooting and service requests with tollfree number
- d. Company will actively monitor all devices remotely using software
 - a. Automated toner ordering, automated reports signaling trouble with devices that auto generates a service call, automated meter reads, other reports as necessary.
- e. Company will provide user friendly website for Maine Township to view status of machines, adjust user names and settings, obtain meter readings for each individual and department by month.
- f. Company to dispatch technician to install, maintain and service devices in timely manner.

C. Reporting

All reports must correspond with the billing period and be delivered to Maine Township with the monthly bill. Monthly bill cycle must coordinate with monthly Board meetings at Town Hall.

Monthly status reports and meter readings to be generated and supplied to Maine Township.

Reports must track service calls and history, printer usage of each department and individuals by billing period, and toner levels.

Alerts that print counts are reaching overage levels each month, toner running low and machines requiring service to be sent to Maine Township point of contact.

D. Equipment

All physical devices needing to be maintained by the company reside at the Maine Township Town Hall Building located at 1700 Ballard Road, Park Ridge, IL.

E. Subcontracting Prohibited

The company assumes full responsibility for any and all sub-contractors it dispatches to Maine Township and will be the sole point of contact for those contractors. Company shall identify all sub-contractors and must provide proof of insurance for the sub-contractors prior to them entering Town Hall. This includes any contractors who are dispatched for delivery/pickup of devices and shipments.

F. Reservation of Rights

Maine Township reserves the following rights if using them will be more advantageous to Maine Township:

- a. Withdraw this RFP at any time without prior notice.
- b. Accept or reject any and all submissions, or any item or part thereof
- c. Postpone qualifications due date.
- d. Not award a contract to any submitter responding to this RFP.
- e. Award a contract without negotiations or discussions.

SECTION C: QUALIFICATIONS AND EXPERIENCE

Submissions should be submitted in the order presented:

1. Introduction. A general description of your firm's organization, experience, services and staff. Also, please provide a brief history of your company, including how long you have been in business, financial standing, insurance coverage, how many clients you serve, what types of clients you serve, and the scope of services you provide.
2. Narrative Proposal. Describe what approach the firm will use to complete the scope of services. Summarize the major points of the RFP and demonstrate an understanding of the services. Describe how the proposer will perform the required and optional services and how the assigned team will fulfill the services.

Please provide detailed descriptions and specifications for the devices that you are recommending. Include all features and speeds (ppm) for copiers and printers and detailed specifications for the whiteboard. What are the benefits of these suggested devices versus other makes or brands? Include photos if possible and dimensions of devices.

Describe the website that Maine Township will use to access device settings and for reports. What are the features of the website? Please provide a photo of the interface or link to a sample website.

3. Qualifications. Discuss the qualifications of the proposer to satisfy the specific requirements as stated above. Be specific with regard to the following:
 - a. Indication of general experience and ability to satisfy the specification requirements as stated above.
 - b. Discussion of experience with managed print solutions and whiteboard technology.
 - c. Knowledge of printers and copiers as well as recommendations for management that will reduce waste, reduce energy costs, reduce unintended printing and help discourage unauthorized printing.
 - d. Describe your experience working with government or non-profit organizations
 - e. A resume

4. Questions. Please answer the following questions to help us determine if your company would be a good fit for our needs.
 - a. Maine Township is seeking a solution to help with charging each department for their portion of the monthly bill and for charging each department for overages. How would your bill or reports be designed in order to assist with this process?
 - b. Explain the process and timeline for the transition from our current equipment to yours.
 - c. Will your company handle shipping back any equipment and devices from the previous company?
 - d. What resources will be available for end user training?
 - e. Explain the process you use for asset management.
 - f. What network and/or power connection is needed to operate all devices?
 - g. What is the process for installing updates?

- h. Indicate the hours your company is available for troubleshooting and technical issues and the amount of time it typically takes to respond to support requests.
 - i. Indicate the process for toner and supply replenishment. Will there be shipping charges for supply replenishment? Is used toner collection included in the contract?
5. References. Three current or recent clients for reference. Include in this section, three (3) references to current or recent (past three years) clients, identification of the scope of work performed, term of each engagement and the names of contact individuals with their addresses and telephone numbers.
6. Pricing. Submit proposed pricing for this project.
- a) Indicate your fee structure or compensation required for this position, with a rate per month for a contract to expire on May 30, 2021, and the terms of the proposed contract. Describe the scope of services it entails and any services which would not be covered or which would be provided for an additional charge. Monthly volume allowance of 38,000 B & W images and 1,400 color images.
 - b) Based on the previously mentioned monthly averages, what are the charges for B&W and Color overages?
 - c) Indicate any other charges, ie setup, supplies, delivery, install, training, service calls or other.

SECTION D: SUBMISSION INFORMATION

All proposals must be submitted in a sealed envelope. Any proposal that is not sealed shall be rejected from consideration by Maine Township. Maine Township will not accept for consideration any proposals transmitted by facsimile or email.

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If you have questions or would like more information, please contact Dayna Berman at dberman@mainetown.com. Any questions and answers will be distributed to all companies who submit RFPs.