

Issue Date: August 15, 2019

Request for Proposals (RFP) for Copiers/Multi-Function  
Printers for Penn Hills Public Library.

Penn Hills Public Library is asking print/copier vendors to  
present a solution that cost effectively provides  
Copier/Multi-function printing.

Due Friday, September 13, 2019

**Project Purpose.** Penn Hills Public Library is seeking proposals to replace the existing copier/multi-function printers at the Penn Hills Library and Lincoln Park branch. The Library has identified the need for new equipment with additional capability. While Penn Hills is inclined to enter into a five (5) year lease and maintenance contract for the equipment needs, other proposals and financing options will also be considered, if submitted by vendors.

### **Timeline of Events**

RFP Issued: Thursday, August 15

Vendor Walk Through Opportunities: Wednesday, August 21 at 10AM and Thursday, August 22 at 10AM. The main branch is located 1037 Stotler Road, Penn Hills PA 15235 and the Lincoln Park Branch is at 7300 Ridgeview Avenue, Penn Hills. These are vendor opportunities to do a facility walk through and determine the needs of the facility.

Final Vendor Question and Answer Meeting: Thursday, August 22 at 11AM at Penn Hills Public Library. This will be the final opportunity to ask questions about the project. It will also be the opportunity for the library staff to explain to you the solution they are seeking.

Proposals Due: Friday, September 13

Approval of Lease: Monday, September 23

### **Overview of Current Environment**

The library is currently served by the following equipment.

1 MFP (Downstairs/Main Office)	9,000 BW AMV, 1200 Color AMV
1 MFP (Upstairs/Childrens)	500 BW AMV, 150 Color AMV
1 MFP (Downstairs/Public Self Serve)	1,000 BW AMV, 100 Color AMV
1 MPF (Lincoln Park)	

**The above is not the entire print need of the facility. It will be up to the vendor to determine the equipment inventory and solutions at a walk through opportunity and at the question and answer meeting with library staff.**

### **Invoicing**

Vendors shall prepare one monthly invoice for all equipment and shall include:

- Invoice Date and Number
- Location, make, model and serial number for each copier billed
- Number of copies printed invoiced for the period

### **Service Requirements**

Except on municipal holidays, the vendor(s) shall provide preventative and remedial maintenance service during the normal business hours to keep equipment in good working order. Preventative maintenance will be based on the specific needs of the equipment as determined by the manufacturer. On-call remedial maintenance will be performed on an as-needed basis as determined by the municipality. An adequate inventory of spare parts must be kept by the vendor(s) to be available for repairs necessary to keep the copiers operating. All maintenance will be performed by fully trained technicians. All repair technicians dispatched to repair library copiers and maintenance service shall be fully aware of the conditions contained herein. Each qualified technician shall also be trained in customer service and customer relations. The municipality may require documentation from vendor(s) that repair technicians have received such training.

### **Total Print Solution**

The intent of the RFP is to select a vendor to provide a complete print solution for the library that includes everything except paper. The solution provided shall include all toner, all consumables, all parts, drums, labor and service calls.

### **Loaner**

If during a repair call it is determined that a copier cannot be repaired in place within 24 hours of the time a repair call is placed, another copier of like size and features is to be supplied at no cost other than the contract service/maintenance per copy charge in effect at the time.

### **Form of Proposal**

Vendors shall submit the following:

1. Vendor Experience. Please describe company's experience in working with organization's of this size, or larger, and the types of projects completed
2. Pricing. The proposer shall submit a list of equipment to be provided along with itemized monthly costs for each item
3. Exceptions and Substitutions. This is an opportunity for a vendor to be creative with other options that may be in the best interest of the library as it relates to this plan in the area of pricing and configuration options. Provide details regarding the options available to the base plan that you would like to include. Be sure to include detail for cost of exceptions/substitutions.
4. References

### **Selection Criteria**

The successful vendor will be selected based on a recommendation of municipal staff. The criteria for making a decision will be based on the following.

1. Completeness and Responsiveness of the Proposal
2. Price
3. Experience and Relevant Knowledge
4. Optional Interview

Additional consideration will be given to vendors or businesses who are located within Penn Hills, are Penn Hills residents or those vendors who have a demonstrated commitment to the communities they serve.

### **Submission of Proposal**

Three (3) copies of the proposal should be sent to:

Penn Hills Public Library  
Attn: Tina Zins  
1037 Stotler Road  
Pittsburgh, PA 15235

No electronic proposals will be accepted.