



BAY AREA  
AIR QUALITY  
MANAGEMENT  
DISTRICT

February 1, 2012

Request for Proposals No. 2012-004

Photocopier Service and Maintenance

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### **SECTION I – SUMMARY**

The Bay Area Air Quality Management District (Air District) seeks a Contractor to provide photocopier service and maintenance to all Air District copiers at its San Francisco and Richmond offices. The Air District is looking to select a single contractor for its photocopier and printer managed services. However, the Air District reserves the right to hire other contractors should it see fit. Bidders may submit proposals that include sub-contractor arrangements to perform certain aspects of the services required (i.e. printer management services, etc.).

To respond to this RFP, an interested company should submit one (1) electronic copy of its proposal via email to:

Tom Flannigan, Business Office  
Bay Area Air Quality Management District

[tflannigan@baaqmd.gov](mailto:tflannigan@baaqmd.gov)

**Quotes must be received at the Air District offices at  
939 Ellis Street, San Francisco, California, 94109 by 4:30 PM on February 21, 2012  
Late quotes will not be considered.**

Proposals must address all information requested in this RFP. A quote may add information not requested in this RFP, but the information should be in addition to, not instead of, the requested information and format. Minority business enterprises, women's business enterprises, and Certified Green Businesses are encouraged to submit proposals.

Any questions regarding this RFP should be directed to Tom Flannigan at [tflannigan@baaqmd.gov](mailto:tflannigan@baaqmd.gov).

## **SECTION II – INSTRUCTIONS TO BIDDERS**

### **A. General**

1. All proposals must be made in accordance with the conditions of this RFP. Failure to address any of the requirements is grounds for rejection of this proposal.
2. The Air District may modify the RFP or issue supplementary information or guidelines during the proposal preparation period prior to the due date. Please check our website for updates.
3. Proposals shall constitute firm offers. Once submitted, proposals cannot be altered without the written consent of the Air District, but proposals may be withdrawn.
4. The Air District reserves the right to reject any and all proposals.
5. The cost for developing the proposal is the responsibility of the bidder, and shall not be chargeable to the Air District.
6. All questions regarding this RFP must be emailed and directed to Tom Flannigan at [tflannigan@baaqmd.gov](mailto:tflannigan@baaqmd.gov) and arrive no later than one week prior to RFP due date. All questions will be answered in writing and posted on the Air District's RFP webpage at least 5 days prior to the due date.

### **B. Submittal of Proposal**

1. A copy of the quote must arrive at the address specified in Section I by 4:30 p.m. on February 21, 2012.
2. Proposals received after the time and date provided previously specified will not be considered.

## **SECTION III – PROPOSAL FORMAT, CONTENT, AND SUBMITTAL**

### **A. Contents of Proposal**

Submitted proposals must follow the format outlined below and include all requested information. The proposal shall be concise, well organized, and demonstrate the responder's qualifications and experience applicable to the project and show a clear understanding of the project.

1. Contractor's Profile and Experience
2. Cost Proposal and Pricing: Rates should be listed per photocopier on a

- Cost Per Copy basis.
3. Green Business Information: Demonstrates the Contractor's efforts toward greening its business and using environmentally friendly materials.

## **B. Proposal Submission**

All proposals must be submitted according to the specifications set forth in Section V (A) – Contents of Proposal, and this section. Failure to adhere to these specifications may be cause for the rejection of the proposal.

1. Signature – All proposals should be signed by an authorized representative of the bidder.
2. Due Date – All proposals are due no later than 4:30 p.m., February 21, 2012, and should be emailed to Tom Flannigan at [tflannigan@baaqmd.gov](mailto:tflannigan@baaqmd.gov).
3. Submittal – All submissions shall be sent via email. Late proposals will not be accepted. Any correction or re-submission of proposals will not extended the submittal due date.
4. Grounds for Rejection – A proposal may be rejected if: it is submitted after the deadline; is not in the prescribed format; or is not signed by an individual not authorized to represent the firm.
5. Disposition of the Proposals – All responses to this RFP become property of the Air District and will be kept confidential until a recommendation for award of a contract has been announced. Thereafter, submittals are subject to public inspection and disclosure under the California Public Records Act. If a respondent believes that any portion of its submittal is exempt from public disclosure, it may mark that portion "confidential." The Air District will use reasonable means to ensure that such confidential information is safeguarded, but will not be held liable for inadvertent disclosure of the information. Proposals marked "confidential" in their entirety will not be honored, and the Air District will not deny public disclosure of any portion of submittals so marked.

By submitting a proposal with portions marked "confidential," a respondent represents it has a good faith belief that such portions are exempt from disclosure under the California Public Records Act and agrees to reimburse the Air District for, and to indemnify, defend, and hold harmless the Air District, its officers, employees, and agents, from and against any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs, and expenses, including without limitation, attorneys' fees, expenses, and court costs of any nature whatsoever, arising from or relating to the Air District's non-disclosure of any such designated portions of a proposal.

## SECTION IV – PROPOSAL EVALUATION

A panel of Air District staff will evaluate all quotes. Quotes will be evaluated on the following criteria:

Technical expertise, size and structure of the firm and personnel assigned to tasks; firm's ability to perform and complete the work in a professional and timely manner.	30%
Past experience of the firm and, in particular, experience of the team working on projects of similar scope for other governmental agencies.	20%
Responsiveness of the proposal, based upon a clear understanding of the work to be performed.	10%
Cost	30%
References of the firm, local business/Green Business*	10%

- \* The District gives preferences to local businesses and those that are certified as green businesses by a government agency or independent private rating organization.

The Air District reserves the right to reject any and all proposals submitted and/or request additional information. During the selection process, the Air District's evaluation panel may interview bidders. The interviews will be for clarification only. The submittal of new material will not be permitted at that time.

If two or more proposals receive the same number of points, the Air District will accept the lower cost offer.

## SECTION V – SCOPE OF WORK

Contractor will provide photocopier unit service and maintenance for the Air District. Contractor should charge for these services on a Cost Per Copy (CPC) basis. The rates for each covered unit (see list in Section VI) must be outlined in the proposal. The CPC rates shall include the following detailed services at no additional charge:

**Coverage:** Contractor must furnish labor, parts replacements, and toner for the covered equipment listed on the final page of this RFP. Service must be completed during normal business hours (8am to 6pm) and include the following:

- Repairs due to manufacturer's defect.
- Repairs due to normal use and operation (whether or not due to manufacturer's defect).

- Recommended preventative maintenance parts replacements (per manufacturer's specified schedule.)
- Adjustments, lubrications, and cleaning necessary to keep the covered equipment in good working order.

**Consumable Items and Toner:** Toner must be provided at no charge in a quantity sufficient for the maximum copy count coverage, based on industry standard. Any additional toner must be provided to Air District at a discounted price. Developer, fusers and drums for any commercial grade photocopiers must be covered. Consumable items other than toner are not considered parts and may be excluded from coverage.

**In Field Service:** Service will be provided at Air District's location within Contractor's service area during Air District's regular business hours. Cleanings will be performed at the time of service. If no service performed during the contract term a quarterly cleaning will be performed upon Air District's request prior to expiration.

**Free Loaner:** In the event that a covered machine is not made operable within 2 business days of the initial service response, a loaner machine equivalent to the covered unit will be provided free of charge until the covered unit is repaired.

**Response Time:** A Service Technician will respond to service requested made by phone within three (3) business hours from the time the call was received by Contractor's Dispatch.

**SECTION VI – COPIERS TO BE COVERED BY CONTRACTOR**

Printer Type	Meter as of January 24, 2012
Canon Image Press C1 (color)	color=332,554 b/w=110,321
Canon Image Runner C3380i	292,493
Canon Image Runner C3380i	237336
Canon Image Runner C3380i	338626
Canon Image Runner C3380i	580928
Canon Image Runner C3380i	459247
Canon Image Runner C5185i	392903
Canon Image Runner 3590	64450
Canon Image Runner 7095	3066609
Canon Image Runner Advance C5051	color=26517 b/w=41672
Canon Image Runner Advance C5051	color=41820 b/w=107109
Canon Image Runner C3235i	169321
Sharpe M277	173643
Sharpe M277	182976
Sharpe M350	113252
Sharpe M350	475089
Sharpe M350U	225688
Sharpe M350U	366327
Sharpe M350U	461928
Sharpe M350U	762779
Sharpe M550	613073
Sharpe M277	
Sharpe M277	
Sharpe M277	
Sharpe M350	246687
Sharpe M350	
Sharpe M205	