

COUNTY OF ROCKLAND
Department of General Services
Purchasing Division

Contract Award Notification

Title: Digital Cost Per Copy Print Program

Contract Period: September 1, 2024, through August 31, 2029

Original Date of Issue: October 25, 2024

Date of Revision:

RFP No: RFP-RC-2024-012

Catalog: Office Equipment

Authorized Users: ROCKLAND COUNTY

Address Inquiries to:

Name: Claudia Moodie
Title: Purchaser II
Phone: 845-364-3821
Fax: 845-364-3809
E-mail: MoodieC@co.rockland.ny.us

Description

This contract is to provide digital copier rental/lease services on a cost per copy basis.

Contract #	Vendor Number	Contractor & Address	Telephone No.
RFP 24-012	0000005054	Atlantic Tomorrow's Office 134 W. 26 th Street New York, NY 10001 Contact: Adam Ehrlickman aehrlickman@tomorrowsoffice.com	212-741-6400 CELL: 917-681-7473

- **This is a true cost per copy program, County of Rockland to pay for only clicks used on both MFD's and Printers, thereby, overages for B&W and Color shall be billed quarterly in accordance with the rates awarded. Credits for overpayment of clicks shall be applied to the next monthly invoice.**

County of Rockland CONTRACT

Dept. of General Services

Purchasing Division
50 Sanatorium Rd
Bldg A, 6th Fl, Room 609
POMONA NY 10970
www.rcpurchasing.com

Dispatch via Print

Contract ID RFP 24-012		Page 1 of 3
Contract Dates 09/01/2024 to 08/31/2029		Currency USD
Digital Cost per Copy/Print		Contract Maximum 1,343,587.25
Freight Terms	Buyer Email moodiec@co.rockland.ny.us	
Buyer Moodie, Claudia	Phone 845/364-3821	Fax 845/364-3809

Supplier 0000005054
Facsimile Communications Industries Inc.
Adam Ehrlickman
GPO
PO BOX 26200
New York NY 10087-6200

Phone 212/741-6400

aehrlickman@tomorrowsoffice.com

Tax Exempt? Tax Exempt ID:

Line #	Supplier Item	Item Desc	Item ID	Price	UOM
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1		BLACK & WHITE CLICKS FOR 45 PPM TOSHIBA DEVICES WITH ENVELOPE TRAYS-MONTHLY CONTRACT PAYMENT FOR BLACK AND WHITE CLICKS. MONTHLY PAYMENT BASED ON 85% OF ESTIMATED ANNUAL USAGE.	96618000109	5,790.81000	Month
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PAYMENTS SHALL BE ISSUED MONTHLY:

85% OF ESTIMATED ANNUAL USAGE 3,005,612.00 = 2,554,770.20/12 MONTHS= 212,897.52 @ \$0.0272 TOTAL MONTHLY PAYMENT - \$5,790.81

2		COLOR CLICKS - TOSHIBA DEVICES - MONTHLY CONTRACT PAYMENT FOR COLOR CLICKS. MONTHLY PAYMENT BASED ON 85% OF ESTIMATED ANNUAL USAGE.	96618000120	5,889.41000	Month
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PAYMENTS SHALL BE ISSUED MONTHLY - 85% OF ESTIMATED ANNUAL USAGE 2,247,150.00 = 1,910,077.50 / 12 MONTHS= 159,173.13 / @ \$0.0370

TOTAL MONTHLY PAYMENT = \$5,889.41

3		BLACK & WHITE CLICKS FOR THE 65 PPM & 90 PPM TOSHIBA DEVICES - MONTHLY CONTRACT PAYMENT - PAYMENT BASED ON 85% OF ANNUAL USAGE.	96618000110	8,553.60000	Month
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PAYMENTS SHALL BE ISSUED MONTHLY - 85% OF ESTIMATED ANNUAL USAGE - 4,439,586.00 = 3,773,648.10 / 12 MONTHS = 314,470.68 @ \$0.0272

TOTAL MONTHLY PAYMENT = \$8,553.60

Authorized Signature



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Freight Terms	Buyer Email moodiec@co.rockland.ny.us	
Buyer Moodie, Claudia	Phone 845/364-3821	Fax 845/364-3809

Supplier 0000005054
Facsimile Communications Industries Inc.
Adam Ehrlickman
GPO
PO BOX 26200
New York NY 10087-6200

Phone 212/741-6400

aehrlickman@tomorrowsoffice.com

Tax Exempt? Tax Exempt ID:

Line #	Supplier Item	Item Desc	Item ID	Price	UOM
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4		BLACK & WHITE CLICKS FOR THE 45 PPM TOSHIBA DEVICES IN EXCESS OF THE MONTHLY GUARANTEE OF 212,897.52 - EXCESS BILL AT \$0.0272 PER CLICK	96618000111	0.02720	Each
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AUTHORIZATION SUBJECT TO APPROVAL BY THE DIRECTOR OF PURCHASING.

5		BLACK & WHITE CLICKS FOR THE 65 PPM & 90 PPM TOSHIBA DEVICES IN EXCESS OF THE MONTHLY GUARANTEE OF 314,470.69 - EXCESS BILL AT \$0.0272 PER CLICK	96618001023	0.02720	Month
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6		COLOR CLICKS FOR TOSHIBA DEVICES IN EXCESS OF THE MONTHLY GUARANTEE OF 159,173.13 - EXCESS TO BE BILLED AT \$0.037 PER CLICK	96618001024	0.03700	Each
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7		NETWORKED PRINTERS ON PRINT MANAGEMENT PROGRAM BLACK AND WHITE PRINTS - MONTHLY CONTRACT PAYMENT - PAYMENT BASED ON 85% OF ESTIMATED ANNUAL USAGE.	96618001025	157.24000	Month
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PAYMENTS SHALL BE ISSUED MONTHLY - 85% OF ESTIMATED ANNUAL USAGE - 221,984.00 = 188,686.40 / 12 MONTHS = 15,723.87 @ \$0.01

TOTAL MONTHLY PAYMENT = 157.24

Authorized Signature



County of Rockland CONTRACT

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Digital Cost per Copy/Print		Contract Maximum 1,343,587.25
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Buyer Moodie, Claudia	Phone 845/364-3821	Fax 845/364-3809

Supplier 0000005054
Facsimile Communications Industries Inc.
Adam Ehrlickman
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New York NY 10087-6200

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Tax Exempt? Tax Exempt ID:

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8		NETWORKED PRINTERS ON PRINT MANAGEMENT PROGRAM COLOR PRINTS - MONTHLY CONTRACT PAYMENT - BASED ON 85% OF ESTIMATED ANNUAL USAGE.	96618001026	418.69000	Month
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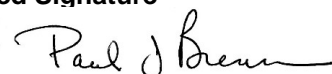
PAYMENTS SHALL BE ISSUED MONTHLY - 85% OF ESTIMATED ANNUAL USAGE 75,781.00 = 64,413.85 / 12 MONTHS = 5,367.82 @ \$0.078

TOTAL MONTHLY PAYMENT = \$418.69

9		NETWORKED PRINTER BLACK & WHITE PRINTS IN EXCESS OF THE MONTHLY GUARANTEE OF 15,723.87 TO BE BILLED AT \$0.01 PER PRINT	96618001027	0.01000	Each
10		NETWORKED PRINTERS COLOR PRINTS IN EXCESS OF THE MONTHLY GUARANTEE OF 5,367.82 TO BE BILLED AT \$0.078 PER PRINT	96618001028	0.07800	Each

TERMS AND CONDITIONS OF RFP-RC-2024-012 INCORPORATED HEREIN BY REFERENCE.

Authorized Signature



Edwin J. Day, County Executive**TITLE: DIGITAL COST PER COPY PRINT PROGRAM****RFP-RC-2024-012****PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

The purpose of this RFP is to inform the private sector of a potential business opportunity to provide Digital Copier/Laserjet Printer Rental/Lease Services on a Cost-Per-Copy/Print basis. The objective of this RFP is to establish a contract for a Cost-Per-Copy/Print fleet program that maintains a high level of quality and services, has wide acceptance, and low administrative costs; and, delivers “best in class” document printing and reproduction systems.

Rockland County intends for this Request for Proposal to result in the selection of one provider of Digital Copier Rental Services on a Cost-Per-Copy basis and a Print Management Program on a Cost-Per-Print basis. All models being offered shall have the same look and feel control panel and be ADA compliant.

This RFP is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

BACKGROUND

Since the implementation of the current Digital Copier Cost-Per-Copy program, over ten (10) years ago, the County has limited the purchase of additional printers, scanners and fax machines. The **awarded** vendor shall be required to continue reviewing each department's current printing and copier needs and recommend the appropriate and cost-effective equipment level with a copier/printer/scanner under the Cost-Per-Copy program. This shall include the review of the volume on their copier/printer/scanner units and make recommendations regarding upgrading or downgrading the machines as required.

The intent of this Request for Proposal is to establish a Master Agreement contract wherein the contractor supplies the copier/printer and selected accessories, scheduled routine maintenance, repairs, all parts including drums, and ALL consumables (except paper) including staples and toner.

The County has estimated 1308 employees have network capability of which some may have partial or full access to the devices covered under this program.

Edwin J. Day, County Executive
TITLE: DIGITAL COST PER COPY PRINT PROGRAM
RFP-RC-2024-012

Current Toshiba MFD's - See Attachment 1 which provides a complete listing of the fleet.

- The County currently is under contract for 152 digital Toshiba Multi-Function Devices (MFD's) which includes three photocopiers with coin boxes. **Current contract also includes three (3) printers.** The total of 148 MFD's are networked.

Current MFD Fleet – By Category

Category #1	35 PPM	Toshiba	3515ac	32 devices – 2 Coin Operated
Category #2	45 PPM	Toshiba	4515ac	72 devices – 1 Coin Operated
Category #3	65 PPM	Toshiba	618a	42 devices (6 have large capacity trays)
Category #4	85 PPM	Toshiba	8518a	3 devices
		Ricoh Printers	-	3 each

- NOTE: Category #3 is not color print/copy capable, however, scan in color is available.
- It is the County's intent to reduce the number of categories to three (3), eliminating category 3 and moving inventory to category 2.
- The PPM specified for each category is based on B&W output and is a minimum requirement for each category.
- All categories must have
 - 4 paper trays and/or tandem tray options to be determined by the using Department.
 - Have internal tandem trays minimum of 3400 sheets
 - The ability to add 3 hole punch capability if requested by the Department.
 - All 85 PPM machines must have an additional external LCF that holds 2,500 sheets. Total paper capacity of 5,900 sheets.
 - We understand that some Manufacturers and Models have the ability to feed envelopes from paper tray within specifications below: Envelope: Approx. 60 sheets
 Envelope Drawer Standard Sizes: A4-R, A5-R, B5-R, 16K-R, LG, LT-R, ST-R, 13" LG, COM10, Monarch Non-standard envelope: Paper size whose width is within 100 mm to 240 mm and length is 162 mm to 380 mm. If available, please include information for consideration.
- Historical Usage for current Toshiba MFD Fleet**
 - Annual - Black & White = 8,076,488.00 – Current cost per click = \$0.0235
 - Annual - Color = 1,764,746.00 – Current cost per click = \$0.0420

Edwin J. Day, County Executive**TITLE: DIGITAL COST PER COPY PRINT PROGRAM****RFP-RC-2024-012****Managed Print Services Program. (MPS)**

- In 2023, the County rolled out a Managed Print Services Program (MPS) that provides for Laserjet Printer Maintenance and Consumable Services on a Cost-Per-Print basis.
- A complete inventory of the current printers on the program is provided in Attachment 2. The County is responsible for purchasing and authorizing printers to be included in the program.
 - The County prefers to offer standardized printer and has created a separate price agreement awarded via a competitive solicitation. See current contract award (Attachment 5). The County offers three HP models under this contract, Color Laser Jet E45028dn, Color Laser Jet MFP E47528f and Mono Laser Jet E40040dn.
 - It is the intent of the County to limit new printers added to the program to the models noted above, however, the County reserves the right to add additional printers of any Mfg. to the program during the 1st three years.
 - Only networked printers are included or to be included under this program.
- Historical usage for current MPS Program
 - Annual Black & White – 221,984.00 prints – Current cost per print = \$0.01230
 - Color - 75,781.00 prints – Current cost per print = \$0.080
- The County restricts the use of color copy/print options. NOTE: At this time, the County has three (3) Ricoh printers provided for in the current Digital Copier Cost Per Copy program which will need to be replaced.
 - Contractor shall maintain the inventory the County printer fleet and provide confirmation of all printers to be replaced and integrated into the cost per copy/print program. A list of all networked printers with their locations to be included in the program. The Attachment 1 identifies the current networked printers and their locations. Contractor shall tag all program printers. All printers shall remain the property of the County and placed in a location designated by an authorized County Representative.
 - Additional printers may be added only upon authorization of the County's Program Administrator.
 - At a minimum, the cost per print program shall include the same services, equipment, maintenance, labor and consumables (with the exception of paper) as specified for the Digital Cost-Per-Copy Program.

Edwin J. Day, County Executive**TITLE: DIGITAL COST PER COPY PRINT PROGRAM****RFP-RC-2024-012****REFERENCES**

Unless otherwise stated, proposal must include a minimum of three (3) current projects and two (2) past projects.

ISSUING OFFICE AND RFP REFERENCE NUMBER

The County of Rockland's Department of General Services – Purchasing Division is the issuing office for this document and all subsequent addenda relating to it, on behalf of the Information Systems Services. The reference number for the transaction is **Solicitation # RFP-RC-2024-012**. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

LENGTH OF CONTRACT

The Contract resulting from this RFP will be for a period of five years.

The County of Rockland reserves the right to review contract(s) on a regular basis regarding performance and cost analysis and may negotiate price and service elements during the term of the contract.

STATEMENT OF OBJECTIVES

The County of Rockland is soliciting for qualified proposals for the use of digital multi-function devices (MFD's) and laser jet printers on a cost-per-copy /print basis, in accordance with this request for proposal. Award resulting from this RFP will be a five-year term contract. There will only be one Master Agreement for a digital copier and print management program based on cost per copy/print pricing, wherein the contractor supplies the copier/printer and selected accessories, scheduled routine maintenance, repairs, all parts including drums, and ALL consumables (except paper) including staples and toner.

The County of Rockland is currently under a contract that provides a true cost-per-copy/print program and has not entered into a separate contract with a 3rd Party Finance Company. The County prefers not to enter into a separate 3rd Party Lease Agreement.

If the proposal includes a 3rd Party Lease Finance Agreement the proposal shall be scored and evaluated accordingly.

- Any requirement of a guaranteed minimum copies must be expressly stated in the proposal. The County of Rockland believes the usage data represents historical usage, therefore, by providing this data, the County prefers not to commit to a guaranteed volume. However, the County shall not guarantee more than 85% of the current annual volume as stated in the RFP. Based on the requirements of the final Master Agreement with the awarded vendor, any credits for any unused copies or overages will be payable or due on the next quarterly invoice.
- Examples of vendor's contract and/or any 3rd Party Finance Agreement shall be included in the RFP response and will be included in the overall rating and evaluation of the response. All exceptions to the County of Rockland Terms and Conditions shall also be listed out and will be part of the evaluation process.

The referenced equipment information provided in this Request for Proposal including the number of machines per type and historical numbers provided are for evaluation purposes to assist in determining the best value and best practices offered in the interest of the County of Rockland. The awarded vendor shall work with the Purchasing Division, ITS and the using departments to review each departments need and determine the best solution.

Edwin J. Day, County Executive**TITLE: DIGITAL COST PER COPY PRINT PROGRAM****RFP-RC-2024-012**

Each model of copier printer offered under this RFP, must comply with all general requirements stated herein plus those specific requirements applicable to the volume category for which that copier is being offered. The units provided under this solicitation shall all have the same look and feel control panel for all models and shall be ADA accessible.

Additional Contractor Requirements shall include but not be limited to:

- Provide recommendations to improve document printing and reproduction throughout the County agencies;
 - Provide for review and acceptance a capture software, digital document routing system that accepts scanned documents and creates digital files for email attachment using the County address book;
 - Maximize network printing within operational units;
 - Minimize cost through deployment of best-value and best practices methods and technologies;
 - Assess technology with the goal of capital and operational expenditure avoidance;
 - Provide printing and document management advisory services based on industry trends and innovation;
 - Provide management reports as identified by Purchasing and/or Finance as required including the ability for administrators to measure and evaluate activities by end user or group;
 - Establish a framework for decision making relative to crossing over network and local printing to copier/printer program.
- Online Asset Management Program.
 - Contractor shall maintain and provide the County access to an Online Asset Management program to perform the following.
 1. Online Asset Management
 1. Online list of managed print / copy equipment.
 2. Authorized users can log on (from any web browser) with a secure password to examine assets, request services and supplies and/or view our print management infrastructure.
 3. Ability to edit and update equipment site location and routing information online.
 2. Toner and Supplies
 1. Monitors toner and non-toner consumables so that supplies ship predictively, and maintenance parts ship proactively to minimize device downtime between preventive maintenance intervals.
 2. Automated toner replenishment solution that uses days-to-empty intelligence rather than set levels for alert generation.
 3. Supplies to be delivered with labelling that clearly shows which device the item is intended.
 4. Ability to track supplies delivery status online via a portal.
 3. Service Support
 1. Predictive service alert and remediation technology.
 2. Ability to monitor and address issues remotely.
 3. Ability to submit service requests online via the portal.
 4. Ability to send certified technicians onsite when required.
 4. Simple and timely invoicing
 1. Automated meter collection for networked imaging equipment.



Edwin J. Day, County Executive

TITLE: DIGITAL COST PER COPY PRINT PROGRAM

RFP-RC-2024-012

2. Ability to create and deliver invoices using cost center (agency codes) if requested.
 1. Ability to capture net usage by machine, by Agency Code and Cost Center each month and upon quarterly overage billing. E.g. Purchasing Division machine Model 4515 , S/N– Agency Code DGS – Cost Center I222
5. Invoice support documentation & reconciliation
 1. Online documentation with line-item details on meter collection (excel)
 2. Reports to include summary breakdowns by: manufacturer, model, location, cost center and department.
 3. Ability to reconcile invoices down to cost center and device level.
6. Online Managed Print portal
 1. Free 24/7 online access to view print and copy equipment assets for key personnel
 2. Ability to view and export equipment lists
 3. Ability to view and export service histories
 4. Ability to view and export supply shipment histories
 5. Ability to view and export meter histories
 6. Ability to create custom reports and preset auto-delivery schedule
 7. Ability to access and export archived invoice support documentation (excel)
 8. Ability to view and export sustainability reports
1. The Cost-Per-Copy/Print Program service shall include delivery, installation, set up and made ready for use with removal of all shipping debris, providing all consumable supplies (except paper), emergency repair service during normal business hours (Monday through Friday, 8:00 AM. to 5:00 PM.), service, parts, periodic preventative maintenance, and unlimited operator training.

The vendor will provide on-call after-hours maintenance service if necessary for County Departments that operate 24 hours/7 days per week. (Example: Sheriff, Correctional Center, etc.).

2. Newly Manufactured:

For purposes of the initial installations and all subsequent installations over the duration of the term of this contract, all equipment shall be new and assembled for the first time from new components by the manufacturer. The County shall be the first user of the new equipment with no previous placements (ever) on rental or lease or ever placed in the contractors or customer location as a demonstration unit including employee home offices. All equipment performance and reliability standards shall conform to “new” specifications.

3. Parts:

All parts and components supplied by the contractor in the process of maintaining and servicing the new equipment for the duration of this contract shall be new Original Equipment Manufacturer, or rebuilt OEM parts by the manufacturer of the equipment. Rebuilt parts and components must be guaranteed to perform so the product specifications are met. Proposals shall include a complete description of the rebuilt parts process used by the manufacturer in creating recycled parts.

Edwin J. Day, County Executive**TITLE: DIGITAL COST PER COPY PRINT PROGRAM****RFP-RC-2024-012****4. Manufacturers Certification:**

Proposers must include with their proposal, certification from the manufacturer, executed by a corporate officer, stating that the Proposer is an authorized representative of the manufacturer and that all equipment is new. If the Proposer is other than manufacturer, they must submit prior to award of a contract, either: (1) a letter of commitment from the manufacturer which will assure the Proposer of a source of supply sufficient to satisfy the County's requirements for the contract period; or (2) other evidence that the Proposer will have an uninterrupted source of supply from which to satisfy the County's requirements for the contract period.

5. Minimum Copier Features:

This RFP lists minimum copier features that the Proposer must meet, however, the Proposer may exceed the minimum copier features by proposing faster, larger, and/or more featured machines. The Buyers Laboratory LLC Copier Specification Guide will be used to verify specifications for all copiers submitted in response to this RFP.

6. Technical Maintenance Support:

The contractor shall have sufficient management and qualified manufacturer trained and certified technicians to service all copiers supplied under the agreement. The contractor shall have a sufficient number of technicians to serve and support the requirements under this contract within the specified response time.

7. Special Purpose Copiers

The County Clerk's Office requires three machines with coin box or debit card attachments. These units shall be digital and must be user friendly with a wide array of options. We currently have four units with coin boxes - One machine for the Archives Building in Pomona and three machines for the County Clerk's Office in New City.

8. Replacement and Back-up Equipment:

Replacement copier(s) are defined as copier(s) that will be installed to replace a malfunctioning copier and will remain on site for the term of the contract. All replacement copiers must be new. Back-up copiers (loaners) are defined as copier(s) that will be installed on a temporary basis while the malfunctioning copier(s) is repaired or until a replacement copier(s) is installed. Back-up equipment will be required after a copier has been down for sixteen (16) consecutive businesses hours. Back-up equipment will be replaced within 30 days with the original machine or a new replacement. Back-up copiers will be of the same Copier Category or higher than that of the copier being replaced.



Edwin J. Day, County Executive

TITLE: DIGITAL COST PER COPY PRINT PROGRAM

RFP-RC-2024-012

9. Parts/Supply Availability:

The contractor shall have in place an inventory and delivery system of parts in quantities sufficient to serve the requirements of the contract. The County will provide space on site for the contractor to establish a "Parts Locker" including backup toner and staples. It shall be the responsibility of the contractor to maintain stock levels for all parts in the "Parts Locker". If adequate stock is not available at the site, the contractor shall deliver the necessary items within four (4) hours after a receipt of a service request. It is the responsibility of the contractor to track the inventory and usage of parts to insure adequate availability.

10. On-Site Spares:

There shall be **two onsite spares** to be used if a department's copier cannot be fully functioning within the 4 hour response time or as agreed upon. One unit shall be located on the New City campus and one shall be located on the Pomona campus. There shall be no cost to the County for these spares.

Short-term copy machine support will be available (e.g., when the County needs the use of additional machines on a short-term basis).

11. Contractor Reports:

The contractor shall be required to provide the following reports in a digital format:

a) Monthly / Quarterly Reports:

The contractor shall provide a detailed report per machine per department of the chargeable copies, prints and scan less the meter credit. This report shall be included with each monthly/quarterly invoice. Report shall include allocated Agency Codes and Cos Center Codes by machine, by location.

b) Quarterly Reports:

The contractor shall maintain an inventory record that identifies all equipment delivered under this contract. Complete fleet information shall be available for the duration of the contract including equipment removed from program, last meter readings, moves including meter readings into the department and out of department.

The inventory record will be provided to the Director of Purchasing on a quarterly basis and is due the 10th calendar day for the previous quarter and shall contain:

- (1) Make and model, agency, location and serial number of all installed equipment;
- (2) Contractor's record of performed maintenance and repair;
- (3) Monthly volume by machine or copies produced;
- (4) Total billing for all copying services provided during this period;
- (5) History of moved, removed and all copy counts on machines

c) Semi-Annual Reports:

The contractor shall provide a semi-annual usage report to the Director of Purchasing for each location by machine. At this time the contractor shall review the copier volume classes and make recommendations based on the over usage/under usage of the

Edwin J. Day, County Executive**TITLE: DIGITAL COST PER COPY PRINT PROGRAM****RFP-RC-2024-012**

machines.

d) Special Reports:

The contractor shall provide a report to the Director of Purchasing indicating the actual yearly volume of copies produced by each machine. This report will be provided during the first month of years 2 through 4 of the contract.

e) Down-Time Reports:

The contractor shall provide a quarterly report to the Director of Purchasing indicating both countywide downtime percent and individual downtime percent for each copier. Any machine recording 5% or more downtime shall be replaced with a new machine immediately.

f) Average Response Time Reports:

The contractor shall provide a quarterly report to the Director of Purchasing indicating both countywide average response time and individual response time for each copier.

g) Historical

All Fleet information shall be available for the life of contract, especially service history. History shall be available either online or through a written report provided by the contractor upon request.

12. Meter Card Requirements:

The contractor will be responsible for physically taking meter readings monthly or quarterly at each copier. This can be physically done or via on-line reporting. All meter readings shall be accomplished in one day and be scheduled for the same day each month or the end of each quarter. The Contractor is free to propose the use of any automated device, Web-based job management tool or process that may assist in this process, provided it is at no additional cost to the County and is compatible with the network environment specified. The copy volumes will be shown on a report produced and supplied by the contractor. The report will contain the following data: machine serial number, meter reading, an "unusable copies" count, the number of copies used during service calls, and an authorized key operator signature. The meter report will be sent to the Director of Purchasing for each site by the 5th day of each month for the previous month's service or quarter. Meter readings will constitute the total copy volume for a single calendar month or quarter.

Edwin J. Day, County Executive**TITLE: DIGITAL COST PER COPY PRINT PROGRAM****RFP-RC-2024-012****13. Occupational Health and Safety Act Standard 1910.1200**

In compliance with Federal statutes, a Safety Data Sheet (SDS) containing the following must accompany any chemical product delivered under this contract:

- The chemical name and common name of the toxic substance.
- The hazards or other risks in the use of the toxic substance.
- The proper precautions, handling practices, necessary personal protective equipment, and other safety precautions in the use of or exposure to the toxic substances, including appropriate emergency treatment.
- The emergency procedure for spills, fires, disposal and first aid.

14. Electrical

All copiers shall require not more than standard office 115-120v outlets. The County shall provide all 115-120v electrical connections. If 208 connections are required, the County shall be responsible for installing such connections at its own expense. Contractor shall be responsible to coordinate with Facilities Management the installation of any needed connections prior to delivery and installation of devices.

15. Surge Suppressors

All copiers shall include a surge suppressor appropriate for size machine and plug configuration and shall be replaced by awarded vendor at no additional cost to the county as needed. The minimum requirements shall be:

- An external Power Filter / Surge Protection device that provides EMI/RFI noise filtration and protection against low voltage and high voltage spikes and transients must be available as an accessory. This is in addition to any internal surge protection.
 - Must operate in continuous mode – no over voltage shut off disconnect.
 - Power Filter unit must also provide protection for network / RJ45 cables and must be ETL verified to CAT5e standard or higher.
 - If the fax option is taken, then the Power Filter / Surge Protection device shall provide for In/Out RF11 modular jack and contain automatic re-settable fuse in protection circuit.
 - Power filter unit must also provide FCC certified fax/modem protection.
 - As an end user safety standard, the unit must not provide power if the wall outlet is not properly grounded.
 - UL Listed and marked on each product.
 - A letter of certification from the surge suppression /power filter manufacturer must be included with the RFP response confirming that all specifications have been met.
-
- An operator's manual shall be furnished with each copier.
 - A stand, table or similar equipment MUST be provided for all non-floor models at no additional cost to the County.
 - Accessories such as sorters, document feeders, large capacity trays, etc., must be available as specified in the detailed item specifications.

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- All digital equipment shall have the capability of network connectivity and be PostScript II and III compliant.
- All Digital Copiers shall have network printer capability using Ethernet 10/100Base-TX, TCP/IP.
- All equipment/software must be compatible with networking protocol TCP/IP and be capable of operating from Novell Netware 6.5, Windows 9, and Windows 10.
- All digital equipment offered must have 10/100MB Ethernet connection.

16. Network Services:

The County utilizes digital imaging systems with multi-functional features and capabilities. At time of contract all equipment shall include the software, hardware and capability to print, fax, scan to local mailboxes and retrieved through a client on each PC and have the ability to scan to email. All machines shall be hooked up to the appropriate network.

17. Network Environment – The County currently maintains and operates three (3) separate Networks

- Countywide Network
- Sheriff RCPIN Network
- Department of Social Services (DSS) State Network

The County IT Departments for each network will be responsible for manually loading or pushing out the required driver software to PC Workstations and install and update software as needed.

Countywide Network, DSS/DFA State Network, Sheriff RCPIN Network

The County's computing environment contains a 100/1000 MB Ethernet/Fiber Backbone.. The County also supports a wide range of environments including IP, Windows 10 and Windows 11.

Network security and/or firewalls will create obstacles for contractor to:

- Gain Remote access to PC's, servers and devices on the network.

18. Software Technical Support –

- The proposal shall include an outline of support services including establishing direct lines of communication between the County technical staff and the manufacturer(s) of the equipment offered.
- The Proposer shall provide Microsoft Certified Network Engineer (MCSE) support for the network digital output devices and LAN interface upgrades, including hardware and software.
- The Proposer shall be a Novell Platinum Partner and participate in the Microsoft Certified Solution Provider (MCPS) program.
- The Proposer agrees that Network Services includes all actions to diagnose, restore to manufacture's and County's specifications and correct product and software malfunctions to their original capability.



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- The contractor shall be responsible for backing-up and restoring of information stored on electronic media when the repair or replacement could affect any data stored on the equipment.
- The contractor shall keep complete records available to the County, documenting all programming changes, software installations or upgrades and trouble fixes including those done remotely and provide support to all agencies to insure connectivity.

19. Responsibilities and Duties of the Contractor:

- Contractor shall ensure that no equipment or supplies will be delivered to the site(s) prior to the date(s) agreed upon in the phase-in schedule by the County's representative.
- Contractor shall be responsible for all material(s) shipped prior to and during installation until the County gives acceptance in writing. All risk of loss or expense associated with storing material(s) prior to the date of acceptance by the County is the responsibility of the Contractor.
- Contractor shall provide and pay for all materials, labor, tools, transportation and handling, and other facilities necessary for the furnishing, delivery, assembly, plus inspection, before and after, installation of all items specified herein.
- Contractor shall at all times keep the premises and the areas in which the work is performed free from accumulation of waste materials or rubbish as well as tools, installation equipment, machinery and surplus materials during the progress of the work and until completion thereof. The Contractor shall remove from the premises all crates, wrappings, and other waste material or trash from the building. If the premises are not maintained properly, the County may have any accumulations of waste materials or trash removed with costs to be incurred by the contractor as deemed appropriate.
- Contractor shall designate a Copier Program Manager who will be authorized to make decisions on behalf of the Contractor to ensure that the contract implementation and day-to-day operation is as specified.
- It will be the responsibility of the contractor to have qualified, trained sales/service staff personnel to provide software and technical assistance at any location, including assistance in problem solving, maintenance, machine operation, etc. Contractor must also have access to manufacturer's technical resources for problems that are beyond the ability of the Contractor's staff. Such assistance shall be available at no cost and within twenty-four (24) hours of notification by the County.
- The Contractor shall provide, at no additional cost, an Operator Training Program for a primary operator, back up key operator and an operations demonstration for the casual users; to be scheduled at mutually agreed times to the initial installation and quarterly thereafter if requested.

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- As part of the Contractor's complete implementation plan, training on copier operation and network print will be scheduled by the Purchasing Dept. Contractor will focus its staff of digital and equipment training to accomplish the initial training on site. When the initial installation is complete, the Contractor training staff will schedule a follow up review with each department. Contractor will call all key and secondary operators within 30 days after the initial training to determine if additional training is necessary.
- Contractor will continue training, as needed, at the option of the County of Rockland at no additional cost.
- The County will provide a single location where the County "Key Operators" will be able to view the machines. The awarded vendor shall supply one of each model machine offered. The vendor will conduct the training of the Key Operators. Training shall be conducted over a period of two to three days. However, the awarded vendor will be responsible to coordinate separate individual training session for those Departments that operate 24/7 as indicated below.
- A sample of all training materials shall be included in the Contractor's response (Indicate "Training Aids") and will be updated and made available during the contract term.
- Several Departments workforce are covered by various shifts. Training shall cover all shifts as needed.

Law Enforcement Shifts:

8:00AM – 4:00PM, 4:00PM to 12:00AM, 12:00AM to 8:00AM

- It is the responsibility of the contractor to notify the County when a copier is discontinued by the manufacturer and becomes unavailable. Any discontinued model that is in use and operational, will not be replaced until it is no longer serviceable. At that time, the County's authorized representative must approve the replacement model offered by the Contractor. Such approval is contingent upon compliance with the following conditions:
 - The replacement copier is of equal or greater technology and offers the same or better features than the discontinued model.
 - The replacement copier has the same or less than cost-per-copy prices than the discontinued copier.

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- At any time during the contract period, should the Contractor introduce new or improved models of copiers as replacements for models initially approved under this contract, he/she shall submit in writing to the County's authorized representative, the proposed substitution for approval. Any proposed model offered must be of equal or greater capability as the model to be replaced.

20. Problem Machine Replacement:

The contractor shall replace machines having demonstrated a history of "excessive down time" with a new machine of equal or better features, unless the user agency declines. Excessive down time shall be defined as six (6) or more service calls in one month. Downtime is calculated from the time the agency places the service call, and ends when the machine is up and running (See Guaranteed up Time). Service calls that are operator induced will not be counted. To qualify for replacement, the following steps must occur:

- a. The User Agency must document the service log as to number of times per month the machine has required service, number of hours the machine is down, nature of problems, and reoccurrence of same problems.
- b. The user agency must contact the CPC program manager and discuss their concerns regarding the overage of service calls. The CPC manager will research the matter and follow-up with a return phone call and a plan of action.
- c. A supervisor shall be dispatched on-site to ascertain the malfunctions and make a determination as to what course of action will be taken:
 - 1) Repair the Machine.
 - 2) A determination made for complete reconditioning.
 - 3) A determination made for replacement.
- d. If it is determined reconditioning is the best solution, a back-up machine will be sent and the user agency's machine returned to the shop for a comprehensive reconditioning. If the user agency overrides the supervisors' decision, thus insisting on a replacement, the decision to replace shall take precedence over the supervisor's decision.
- e. If a determination for reconditioning prevails, the machine performance after reconditioning will be monitored by the CPC program manager and the user agency. The County understands that during the "break-in" period of either a new machine or a reconditioned one, service calls are eminent. However, calls exceeding the standards established shall cause the machine to be replaced with a new unit of equal size and features without question.

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It will be the responsibility of the contractor to provide service within two (2) hours, on-site, after a call is placed during normal business hours of 8:00 AM to 5:00 PM, Monday through Friday. Preventative maintenance will be based upon the specific needs of the copier as determined by the Contractor. All maintenance parts and labor costs shall be included in the cost-per-copy price. The Contractor will be required to provide service records on all machines covered under this contract to the Director of Purchasing. Failure to meet the 2-hour on-site response time on a continual basis as documented by the user agency shall result in liquidated damages as specified.

NOTE: The County has had a fulltime onsite dedicated service technician included with our last three contracts.

This enables the contractor to

- Properly maintain the fleet
- Quickly troubleshoot /identify problematic machines
- Expedite needed repairs
- Eliminate unnecessary down times and interruption of service

The County prefers a full time dedicated service technician on site during normal business hours Monday through Friday between the hours of 8:00AM and 5:00PM. The inclusion or exclusion of a dedicated service technician in a proposal will be evaluated in accordance with the criteria set forth in this RFP.

Contractor shall have available seven (7) day coverage for departments that work 24/7. An 800 # shall be provided for this coverage.

Contractor shall have available and operational a meter credit arrangement, to allow for machine malfunctions and to compensate for extra meter clicks when service technicians make test copies in servicing or repairing the machine. This provision is not intended to cover defects in copy quality, which are the result of operator errors (incorrect paper selection, operation of machine with insufficient toner, etc.). The credit must be presented to the key operator at the time of service.

Contractor is responsible for any damage to the premises of any site as a result of the installation and shall repair and restore to the original condition any area so damaged within the timeframe designated by the County.

Edwin J. Day, County Executive**TITLE: DIGITAL COST PER COPY PRINT PROGRAM****RFP-RC-2024-012****23. Cost-Per-Copy (CPC) Program Manager;**

The Contractor shall provide the County with a dedicated cost-per-copy program manager whose responsibilities shall be to coordinate placement of all contract machines. This includes being pro-active and relocating over-utilized or under-utilized equipment and adding or deleting accessories, as necessary, to satisfy the customer, and providing any other ancillary services. This position will efficiently "manage" all of the copiers in this program while maintaining complete customer satisfaction. The Contractor must assign a specific individual to the program manager position. Once assigned to work under this contract, this person shall not be removed or replaced without prior written approval of the County's Director of Purchasing.

The detailed duties of the program manager shall include, but not be limited to:

- a. Daily Questions - The CPC Program Manager will be the first contact for the using agencies regarding all copier-related issues. The using agency will only contact the Purchasing Division in the event the CPC Program Manager cannot resolve the problem or the user is not satisfied with the level of service provided by the CPC Program Manager. If messages are left in voice-mail for the CPC Manager, he/she must respond to the County agency staff within two (2) hours.
- b. Supplies – The Contractor will provide a system for each agency to order all consumable supplies for delivery directly to each agency within 48 hours. Contractor shall provide a toll-free telephone number or website for this purpose. The toll-free number and/or web address shall be prominently displayed on each copier. Each copier shall be delivered with one month of supplies.
- c. Supplies shall be properly addressed to the Key Operator for the machine ordered.
- d. The Contractor shall maintain a Key Operator (Primary and Secondary) database for the fleet. Each department shall be responsible for providing an overall department contact but all divisions and agencies shall provide Key Operators to be involved with the Day-to-Day activities of their machine.
- e. Invoicing- The CPC Program Manager will be responsible for verifying the accuracy of all invoices and will investigate any discrepancies. This includes resolving all invoice-related problems with the County's Purchasing Division.
- f. Repairs- The CPC Program Manager will contact the using agency to ensure all repairs were performed to their satisfaction. This includes response time and expediting any parts which may have to be installed.

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- g. Meter Readings- The CPC Program Manager will obtain meter readings and therefore be responsible for the accuracy and verification of the readings.
- h. Relocating Copiers- The CPC Program Manager is responsible for identifying and relocating copiers, which are not properly categorized with respect to over-utilization and/or under-utilization, adding new units to cover the printing cross over, etc. Upon approval by the Director of Purchasing, the CPC Program Manager will install the appropriate volume copier and remove or relocate the existing machine.
- i. Replacement Machines- The CPC Program Manager will coordinate the installation of replacement copiers, either temporary or permanent.
- j. Copier Operations- The CPC Program Manager is responsible for answering questions regarding copier features, special copying requirements, machine capabilities, etc. In addition, the CPC Program Manager in accordance with the manufacturer's specifications shall coordinate the scheduling of all preventative maintenance including drums.
- k. General Correspondence- The CPC Program Manager will be the primary contact for all correspondence between the contractor and the County.

24. Cost-Per-Copy Pricing:

The County currently has four (4) categories of copiers to cover its copier requirements and is proposing two printer models. Copiers that are proposed must meet or exceed the minimum requirements specified. It should be noted that color capabilities are subject to the approval of the Department Head and the County Program Administrator. Ranges in copies per minute that are acceptable for each category are specified in the minimum requirements.

Volumes indicated are based on historical information of the current contract usage. Information provided in this RFP has been downloaded from all networked machines using FM Audit. Out of the current 152 MFD's in the fleet, 148 are networked.

The County has determined that it is in the best interest of the County to limit the bands of copiers available to our end users. The categories and minimum requirements listed in the Questionnaire (download from Bonfire Portal). Contractors are to complete this questionnaire for each category listed and submit with their proposal in accordance with the instructions provided. Exhibit #2 identifies the current copier fleet by category and the average monthly volume per device for both black & white and color clicks.

A cost per copy/ print shall be submitted for each Copier Category and Printers offered, for each individual copy/ print made as indicated on the Bid Table.

The contract will be a "cost per copy/print" contract. This means that the County of Rockland pays only for the total number of photocopies and prints (clicks) made on each machine less the operational meter credit arrangement, rather than purchasing or leasing the machines themselves. There shall be no charge for



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scanning documents or outgoing fax transmittals. The vendor owns the machines and is responsible for all maintenance and supplies such as staples, toner, and toner cartridges. Paper is not included in the contract. Quarterly usage reports/invoices shall be submitted and detail at a minimum, by machine, machine, machine ID, location, current meter read, prior meter read, operational meter credit deducted, net billable clicks.

During the first THREE years of the contract the County can add to or subtract from the total number of copiers initially installed under this contract. Additional copiers will be added at the "Cost-Per-Copy" rates submitted for this contract. The County will incur no additional charges for adding equipment during the first THREE years of the contract. Equipment added during the first THREE years of the contract will be removed at the original termination date of the contract.

Additional copiers/printers placed after year THREE of the contract will have a 60-month commitment from the date of installation, and shall be billed at the cost-per-copy/print per category submitted with the original RFP and made part of the contract.

The awarded vendor shall be required to review each department's printing and copier needs and requirements and recommend the appropriate cost effective equipment level with a copier/printer/scanner under the Cost-Per-Copy program. This shall include having to review the volume on their current copier/printer/scanner unit initially placed in the department under this solicitation and upgrade if needed.

25. PRICE AND PRICE ADJUSTMENT

This is a COST PER COPY/PRINT CONTRACT. All prices shall be F.O.B. Destination Prepaid and allowed and shall include all materials/services specified herein in; including any changes that may be imposed in fulfilling the terms of this contract.

26. PROJECTED REQUIREMENTS/ESTIMATED QUANTITIES

The quantities (volumes of copies) specified in this solicitation are based on estimated historical usage and will be used for the purpose of the County's RFP evaluation. To the best knowledge of the County, this is the historical usage of copies. The County makes no guarantee as to copy usage on a countywide basis or individual units. The awarded vendor shall review the individual machine usage, departmental printing needs and recommend the "best value" copier to meet departmental needs.

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The Copier Program Manager shall make every effort to ensure that the placement of copiers by volume classification are directly related to the estimated average monthly volume of copies produced at a given copier site. For the first six- (6) months during the transition period there will be no changes to the copier placements unless requested by the County. After the transition period, if there is over use/under use for three (3) consecutive months at any location, then the Contractor may recommend in writing, with supporting documentation of the usage history, to replace with a correct volume machine. The final decision as to the correct volume classification of machine shall be solely that of the County.

27. DELIVERY & IMPLEMENTATION TIMELINE:

- The Contractor shall provide the County with a phase-in schedule that outlines projected quantities of MFD's / Printers to be installed and made operational at all County facilities, fifteen (15) calendar days after contract award.

The phase-in of devices for this program shall be completed in two Phases

Phase 1 – MFD's

All MFD's shall be delivered, installed, and operational within sixty (60) calendar days after contract award. All training requirements shall be met.

Phase II – Network Printers

Contractor shall inventory the County printer fleet and provide confirmation of all printers to be replaced and integrated into the cost per copy/print program. a list of all networked printers with their locations to be included in the program. The Attachment2 provided is an estimate of printers and their locations. Contractor shall tag all printers being replaced. Existing printers shall remain the property of the County and placed in a location designated by an authorized County Representative.

Replacement printers shall be tagged, delivered, installed and operational within thirty (30) calendar days after the completion of Phase I or at a later time upon authorization by a Rockland County Representative.

28. TECHNICAL LITERATURE

Each RFP response shall designate on the Cost Proposal Page(s), the manufacturer and model or stock number for each item. Detailed descriptive literature for all equipment being offered must also be included with the RFP. Such literature must provide information on electrical wiring needs, space requirements, networking requirements, and all technical data required for a full evaluation. Failure to provide the technical literature may be just cause for rejection of the RFP proposal.

Each RFP response shall include detail documentation and any additional associated costs, if not included in cost-per-copy charge offered, for support services such as, but not limited to, web monitoring, document management, captive software, etc.

- **RISK OF LOSS OR DAMAGE**



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The Contractor shall hold title to all equipment and accessories provided under this contract. Even though the copiers and accessories will be installed on County premises, the County shall be relieved from risk of loss and/or damage during the period of transportation, installation, or during the entire time the equipment is in the possession of the County, except when loss or damage is due to fault or negligence of the County. If damage or loss occurs to the installed equipment caused by negligence or willful act of the County, reimbursement to the Contractor may be made as follows:

The Contractor shall submit an invoice and a written damage or loss evaluation/claim to the County's Director of Purchasing. If the damaged equipment can be repaired, the Contractor will invoice the County at the Contractor's lowest current Manufacturer's List price rates for parts and

- **GUARANTEED UP TIME OF MFD's and Printers**

The Contractor will be required to provide an UP-TIME GUARANTEE on all copiers of at least 95% during every calendar month. Down time is calculated from the time the Agency places the call, and ends when the machine is up and running correctly (A calendar month consists of normal business hours 8:00 AM to 5:00 PM, Monday through Friday, except for County holidays). If a machine does not meet the 95% requirement during a month, the Contractor will be required to provide a credit to the County against the invoice for this machine equal to the amount of down time as calculated against projected monthly usage. If the machine does not meet the UP-TIME GUARANTEE for two (2) consecutive months, the County may require that the machine be replaced. The UP-TIME GUARANTEE shall remain in force during the entire term of the contract.

- **LIQUIDATED DAMAGES FOR FAILURE TO MEET FOUR HOUR SERVICE CALL RESPONSE TIME**

If the Contractor fails to provide repair service within the required four (4) hours from the time of notification, a \$50 liquidated damages charge will be deducted for each incident.

Alternatively, if delivery or performance is repeatedly unsatisfactory, the County may terminate this contract in whole or in part and in that event, the contractor shall be liable for fixed, agreed, and liquidated damages accruing until the time the County may reasonably obtain delivery or performance of similar services and supplies.

- **WITHHOLD SERVICE AND/OR SUPPLIES**

At no time shall service and/or supplies be withheld due to non-payment or other issues. All services and supplies shall be performed and provided while any discrepancies are worked out.

- **ADDING / RELOCATING MFD's and Printers**

The County reserves the right to add additional copiers to the Cost-Per-Copy Program at any time during the contract period at the cost per copy bid. Equipment added during the first THREE years of the contract will be removed at the original termination date of the contract. Additional copiers placed after year THREE (3) of the contract will have a 60-month commitment from the date of installation and shall also be billed at the cost-per-copy submitted with the Contractor's proposal. Historically, the County adds approximately 3-4 copiers per year. In addition, the County reserves the right to have a copier relocated after the initial installation at no cost to the County.



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- **CANCELLATION OF A MFD/PRINTER SERVICE LOCATION**

The County will provide thirty (30) days' notice when the services of any copier is to be cancelled. Cancellation will be at no cost to the County. Cancellation notification will contain the following information:

- Copier location by agency, building and room number
- Copier model and serial number
- Meter reading
- Date copier will be available for removal

Note: All expenses and the coordination for this pick up shall be the responsibility of the contractor.

- **EMERGENCY PURCHASE**

The County reserves the right to make emergency purchases from other sources, should the Contractor be unable to furnish the required item/service within the required time frame. Should this occur, the cost incurred by the County to source such purchases shall be deducted from the Contractor's monthly invoice.

- **STATE CONTRACT AND GSA PRICING FOR OPTIONS**

Proposals shall include a copy of the manufacturer's New York State Contract Pricing Schedule and GSA Pricing Schedule for each copier proposed. These price lists will be used to price any additional add-on options that may be needed during the life of the contract.

- **DEPARTMENTAL PRIMARY AND SECONDARY POINT OF CONTACT**

Awarded vendor shall be responsible for collecting and maintaining a primary and secondary point of contact for each machine. The Departmental contacts will be for coordinating training, ordering and receiving supplies, electronic meter reading (if necessary), etc.

- **SECURITY**

Due to security factors, secured locations and other factors, the County reserves the right to request that the Contractor not rotate several technicians in and out of the County Campuses. Background checks will be performed to gain access to locations to include, but not limited to the Correctional Center. There may also be clearances needed to bring repair equipment and tools into the Correctional Center and through the security equipment located at the Courthouse.

Data Encryption, HDD Overwrite, & Authentication is required on each category of machine as stated in the Minimum Requirements – Awarded Vendor shall certify that all hard drives of each machine has been clean/wiped to Department of Defense standards at the end of the contract when the machines are returned.

- **INVOICES AND PAYMENT**

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The Contractor shall submit in duplicate, an invoice that reflects the total monthly billing amount due for all locations by department with an itemized break down by volume category containing the following information:

- A complete listing by County Department, site location and machine serial number of each copier in that volume category
- Copy counter (meter) readings at the beginning and end of the month for each copier
- Total copies chargeable to each copier for that month and the applicable County department's accounting data
- The total cost incurred by the production of those copies

The invoice must be dated and contain the following information:

- Name and address of Contractor
- Contract number
- Payment terms as per RFP proposal
- Purchase Order Number

Failure to provide this information will cause the County to return the invoice for corrections and thus delay payment.

All invoices must be submitted AFTER the CPC services have been provided at the end of each month. Invoices shall be submitted to the Department of General Services - Purchasing Division.

- **LATE FEES**
There shall be no late fees.
- **USE OF COUNTY FACILITIES**

The County will provide approximately 150 square feet of office/storage space for use by the Contractor. This area may be used as a potential workstation for technicians, office for the CPC Program Manager or storage for supplies, spare parts, etc. The Contractor will be fully responsible for all other necessary requirements to make the space usable for its purposes. This includes, phone service, security, furniture, shelving, etc. Parking will be available, however no guarantee can be made as to the location.

- **OCR Software**

The County has approximately 1,600 PC Workstations at various facilities throughout the County. Currently there are 30-40 users that have OCR Software, however, the County estimates that up to 30% of the total County users may require OCR software. Proposals should define the proposed

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OCR Software and include the cost per license. It is not anticipated that the County will realize significant change in the number of PC's during the term of this contract. Software requirement is described below:

Software included shall include all of the following: Ability to scan to .pdf form, ability to "drop and drag" files to programs such as MS Word, Excel, etc. in order to edit (OCR). Software such as Omnipage Pro 12.0 or later is desired, but equivalents will be evaluated. OCR shall be made available to the County ITS staff to install on an as needed basis.

PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

CONTRACTOR'S QUALIFICATIONS

Proposer must be qualified by experience and have adequate financing to provide the equipment and services set forth in this RFP. A potential proposer shall demonstrate this ability by providing the information set forth below.

The Proposer must demonstrate that it has provided acceptable cost-per-copy services. In order to meet this requirement, the Proposer must be able to show that at least 100 total copiers were being provided on-call, day-to-day, full service at the same time for a minimum of three organizations in the New York Metropolitan Area, and that these machines were provided and maintained by the proposer. This experience must be evidenced by a letter from each entity which certifies that the Proposer has provided to the entity "____" number of machines over a "____" period of time and that all machines were serviced as described in this paragraph.

The Proposer must demonstrate that is currently has a local Metropolitan New York area service unit that can provide a sufficient number of skilled technicians, fleet equipment, management personnel, and an adequate inventory of repair parts to effectively support the County's cost-per-copy program.

If the Proposer seeking to submit a proposal in response to this RFP is not the manufacturer of the copiers intended to be offered, then the proposer must provide a written letter from an authorized representative of the copier manufacturer. The letter must state, unequivocally, that the manufacturer agrees to assume responsibility for the performance of the balance of any contract awarded by the County as a result of this RFP, in the event the Proposer fails to perform acceptable services under the contract.

The Proposer shall disclose if, during the past 5 years, it has made a general assignment or general arrangement for the benefit of creditors; filed a petition for adjudication of bankruptcy or for reorganization or rearrangement which was not dismissed in 30 days; had a trustee or receiver appointed to take possession of any of its assets and for which possession was not restored within 30 days; or had any of its assets subjected to attachment, execution, or other judicial seizure which was not discharged in 30 days.

The Proposer shall have been in the copy rental (cost per copy) business for a minimum of three (3) years.

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The Proposer shall have represented the proposed equipment line for a minimum of two (2) years.

The Proposer shall have been in the networking support business for minimum of three (3) years. Provide 2 to 3 references.

Social and Environmental Responsibility Contractor shall include in Proposal response a full description of the manufacturer's mission as it relates to the environment. Include any ISO or other certifications. Include a detailed toner/imaging cartridge recycling program. All machines shall be Energy Star compliant, lead-free, halogen-free, chromium-free, RoHS and WEEE compliant. Proposal response shall include the completion of the Environmental/Total Cost of Ownership (TCO) Attributes as they appear on the Questionnaire provided.

EXPERIENCE

Relevant and Past Experience: General – Each Offeror shall submit a past and present performance section with its proposal, containing past performance information in accordance with the format contained in The Past and Present Performance Information Form. Offerors are cautioned that the County will use data provided by each Offeror in this Section and data obtained from other sources in the evaluation of past and present performance.

All Service, parts and equipment shall be provided by the awarded contractor directly. Subcontracting any portion of the work is prohibited.

Relevant Contracts – Submit Past Performance Information on 5 recent contracts performed within the last five (5) years that you consider most relevant in demonstrating your ability to perform the proposed effort.

Financial Statement of the Corporation: Each Offeror shall submit the most recent financial statement for the company. The County reserves the right to use third-party companies to verify financial information provided in each proposal.

Staffing & Personnel Biographies: Personnel qualifications and experience should be detailed as part of the Technical Proposal. Include resumes for all personnel and subcontractors to be assigned to this project.

RESPONSIBLE CONTRACTOR/CONSULTANT:

The County of Rockland retains the right to accept any and all offers and to determine what constitutes a "responsible Contractor/Consultant".

Specific items, but not limited to, that may be considered in determining responsibility are:

- Financial information relative to the Contractor/Consultant
- Past performance of the Contractor/Consultant as it related to proposal
- Information relative to experience, reliability and competence as related to proposal
- A Contractor/Consultant's past or present criminal involvement or "corrupt conduct", including whether there are pending criminal investigations of or indictments against the Contractor/Consultant

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- Willful violations of the prevailing wage provisions of the Labor Law as it related to proposal.
- Contractor may be required to provide additional information, after the proposal opening, to elicit relevant information as part of the evaluation process to determine responsible Contractor/Consultant.

DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION

Dr. Robert L. Yeager Health Center
50 Sanatorium Rd, Building A
Pomona, New York 10970
Phone: (845) 364-3820 Fax: (845) 364-3809
Email: purchasing@co.rockland.ny.us

Paul Brennan, FNIGP, NIGP-CPP, CPPO
Director of Purchasing

ADDENDUM # 1

RFP-RC-2024-012

Digital Cost Per Copy/Print Program

The information in this addendum supersedes any contradictory information set forth in the contract documents. Acknowledge receipt of this addendum in the space provided on the signature page of the bid proposal. Failure to do so, may subject the bidder to disqualification. This addendum forms a part of the contract documents.

Question 1

Page 25 of document #7. Can you confirm acceptance of a coop contract like OMNIA. Currently the bid has a conflict stating NYS pricing only for options?

Contractor's monthly invoice.

- STATE CONTRACT AND **GSA** PRICING FOR OPTIONS

Proposals shall include a copy of the manufacturer's New York State Contract Pricing Schedule and GSA Pricing Schedule for each copier proposed. These price lists will be used to price any additional add-on options that may be needed during the life of the contract.

- DEPARTMENTAL PRIMARY AND SECONDARY POINT OF CONTACT

Response 1

Currently due to NYS General Municipal Law, the County can only use a cooperative contract e.g. Omnia or Sourcewell if the award is made to a single supplier. However, firms can include their pricing sheets for accessories with their proposal.

Question 2

We last submitted a bid in 2013 for these same services we submitted based on a total monthly cost to the county inclusive of all equipment and all service costs (@ 85%). You state in the Statement of Objectives the preference is to not work with a 3rd party finance company. Please confirm the circumstances where working with a 3rd party finance company will not be deemed a negative in the award-evaluation process.

Response 2

The program is structured as a true Cost Per Copy Rental Program. It is the County's preference not to sign a 3rd Party Lease Agreement. The evaluation of proposals will be based on the criteria provided within the RFP and the award of the contract will be made to a supplier meeting the requirements and

whose proposal best meets the needs of the County. Proposers can submit 3rd party financing options and they will be evaluated as to what is in the best interest of the County.

Question 3

Please provide more detail re the relationship between last years awarded MPS program and this Digital Cost per Copy Print Program. Is the interest of the County for the awarded vendor to take over the service and support of the MPS program equipment?

Response 3

The Managed Print Services (MPS) program was part of the initial contract award. This was not awarded under a separate solicitation, therefore, the County's expectation is that the awarded supplier will take over the service and support of the MPS program equipment. Separate pricing is requested for the MPS Program.

SIGNED:

Paul J. Brennan

**PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO
DIRECTOR OF PURCHASING**

ADDENDUM

4/18/24

DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION

Dr. Robert L. Yeager Health Center
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ADDENDUM # 2
RFP-RC-2024-012

Digital Cost Per Copy/Print Program

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The Appendix B "County of Rockland Standard Terms & Conditions for Service Contracts" has been uploaded and is available.

SIGNED:

Paul J. Brennan

PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO
DIRECTOR OF PURCHASING

ADDENDUM

4/23/24

DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION

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Director of Purchasing

ADDENDUM # 3
RFP-RC-2024-012

Digital Cost Per Copy/Print Program

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The Due Date for the above referenced solicitation has been extended to May 16th, 2024 by 3:00PM EST

- Page 3 under required forms to be completed and submitted with the proposal response add - Federal Contract Clauses
- Page 7, the Historical Usage provided is the Total 2023 Annual Usage by meter.
- The Pre-Proposal Meeting was held on April 24, 2024 10:00 AM
The following firms were in attendance:
Atlantic Tomorrows Office
Cannon Business Solutions
Eastern Business Solutions

SIGNED:

Paul J. Brennan

PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO
DIRECTOR OF PURCHASING

ADDENDUM

4/24/24

DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION

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ADDENDUM # 4
RFP-RC-2024-012

Digital Cost Per Copy/Print Program

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“Attachment 1 – Complete listing of MFD’s inventory by location” has been made available in excel format.

SIGNED:

Paul J. Brennan

PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO
DIRECTOR OF PURCHASING

ADDENDUM

4/26/24

DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION

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Director of Purchasing

ADDENDUM # 5
RFP-RC-2024-012

Digital Cost Per Copy/Print Program

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The recording of the pre-proposal meeting held on April 24, 2024 has been uploaded for viewing.

SIGNED:

Paul J. Brennan

PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO
DIRECTOR OF PURCHASING

ADDENDUM

4/26/24

DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION

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Director of Purchasing

ADDENDUM # 6
RFP-RC-2024-012

Digital Cost Per Copy/Print Program

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- **Due date has been extended to May 21, 2024, 3:00PM**
- **Clarification – It is the intent of the County to move the current inventory for the 35 PPM (72 devices includes 2 coin operated devices) to the 45 PPM Category.**
- **Pricing on the bid table is to be entered as a cost per print and cost per copy for each of the stated categories.**
- **If offering a 3rd party finance agreement this agreement must be included in your response and uploaded separately.**

SIGNED:

Paul J. Brennan

PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO
DIRECTOR OF PURCHASING

ADDENDUM

5/14/24