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Office of Purchasing/Contracting\*324 W. Evans Street\*Florence, South Carolina 29501

**REQUEST FOR PROPOSALS NO. 2022-65  
COPIERS – REPLACEMENT AND MAINTENANCE CONTRACT**

**PROPOSAL SUBMISSION DEADLINE: December 1, 2022 at 2:00 pm**

The City of Florence, SC (the City) is seeking proposals from qualified vendors to replace all copiers within the City of Florence copier fleet and provide maintenance on all copiers. Responses should be submitted based on the information and guidelines provided in this Request for Proposals (RFP).

This RFP is being publicly advertised. The City will make the selection based on the responses submitted and interviews, and then negotiate a final agreement with the selected firm. Responders are welcome to establish consortiums or teams of firms in connection with this RFP. The final selection of the firm will be based on the criteria set forth in this RFP.

All responses must be sealed and have “**RFP 2022-65 Copiers**” clearly marked on the outside for ease of identification by the City. Responses may be hand-delivered prior to the submission deadline at the address listed above. The City does not accept electronic/mailed responses. Directions may be obtained by calling (843) 665-3165. Any response received later than the submission deadline will not be accepted or considered.

Responses submitted by mail should be addressed to: **City of Florence, Attn: Lynwood F. Givens, Purchasing Agent, 324 W. Evans Street, Florence, SC 29501**. The City will not be responsible for late submission caused by the postal service, other carriers, or any other delivery problems regardless of the reason.

This solicitation does not commit the City of Florence to award a contract, to pay any costs incurred in the preparation of a response, or to procure or contract for services. The City of Florence reserves the right to accept or reject any or all submissions received as a result of this Request for Proposals, or to cancel it in part or in its entirety if it is in the best interest of the City of Florence.

Lynwood F. Givens  
Purchasing Agent

## **MINORITY AND WOMAN OWNED BUSINESS**

Minority Business Owners (minority or woman owned businesses) will be afforded full opportunity to submit a response to the Request for Proposals and will not be discriminated against on the grounds of race, color, creed, sex or national origin in consideration for an award. It is the policy of the City that minority business and women owned business enterprises (MBE/WBE) have an opportunity to participate at all levels of contracting in the performance of City contracts to the extent practical and consistent with the efficient performance of the contract. Please indicate that you are a minority or woman owned business with your proposal submission.

The successful contractor(s) must ensure that all subcontractors, agents, personnel assigned by, or employees of the prime company and its subcontractors are not discriminated against because of their race, color, religion, sex or national origin. The successful contractor(s) must make positive efforts to provide equal employment opportunity for minority and women owned businesses.

All submitted materials shall become the sole property of the City of Florence. Contractors will relinquish claim for return of submitted material. The City shall have sole discretion in evaluating the responses. The City reserves the right to reject any and all responses and is not bound to accept any response if it is contrary to the best interest of the City.

## **INSTRUCTIONS**

Responses to the Request for Proposals will be accepted from only responsible and responsive companies that have established qualifications and a reputation in the field of police and court records management.

No response may be withdrawn for a period of ninety (90) days after the submission date.

A responsible company is defined as one that has the capability in all respects to perform fully the requirements mentioned in the RFP document and the integrity and reliability which will assure good faith performance.

A responsive company is defined as one that has submitted a response which conforms in all respects to the RFP requirements.

**PROTEST PERIOD:** Any actual or prospective company that is aggrieved in connection with the solicitation or award of a contract/purchase order may formally protest in writing to the Assistant City Manager. The protest may be submitted at any time during the procurement process. However, if a prospective company wishes to protest, the formal protest must be submitted in writing and must be received by the City no later than seven (7) days from the date that the aggrieved actual or prospective company has been informed of the proposal results by the Purchasing Agent. Protests received by the City after the expiration of the seven (7) day protest period will not be considered by the City.

**DISPUTES:** In cases of disputes as to whether or not an item or service quoted or delivered meets scope of work, the decision of the City of Florence shall be final and binding on all parties. The Purchasing Agent may request in writing, the recommendation of the head of the department of the end user or other objective sources.

**DEVIATIONS:** Any deviations from the scope of services contained herein must be stated in the response for the City of Florence's consideration.

**CHANGES:** Any changes in this Request for Proposals after a contract agreement has been awarded must be with the written consent of the Purchasing Agent or the City Manager; otherwise, the responsibility for such changes lies with the company. Any changes to the scope of services in this Request for Proposals package shall be in writing and an addendum will go out to all prospective respondents so each respondent can compete equitably.

**OWNERSHIP OF MATERIAL:** Ownership of all data, material and documentation originated and prepared for the City of Florence pursuant to this contract shall belong exclusively to the City of Florence.

**QUESTIONS AND INQUIRIES:** The deadline for the submission of any and all questions and inquiries concerning this RFP is November 23, 2022 at 5:00 pm. All questions must be directed to Lynwood F. Givens, Purchasing Agent in written format and e-mailed to [lgivens@cityofflorence.com](mailto:lgivens@cityofflorence.com). Please do not attempt to contact members of the Selection Committee.

A complete copy of the City of Florence Purchasing Policies and Procedures Manual can be downloaded from the City of Florence website at [www.cityofflorence.com](http://www.cityofflorence.com).

### **PURPOSE OF THE RFP**

It is the intent to describe in general terms, the City's requirements in securing a comprehensive photocopier/multifunctional copier solution for the entire copier fleet. All parts items, details of services or features not specifically mentioned which are regularly provided by the practice in order to complete this type of work/service shall be provided in response to the request.

Responses to this RFP will be used to determine the relative qualifications of various firms to perform the scope of work and tasks specified. The City is seeking only authorized dealers for proposed services with minimum of five years of demonstrated expertise that meets the requirements of this Request for Proposals.

### **BACKGROUND**

The City has a fleet of 18 multi-functional copiers as follows:

- 1. Mayor's Office**
  - a. 4 Drawers
  - b. Stacker/finisher
  - c. B/W and color
  - d. Scan, email and Fax
- 2. City Manager's Office**
  - a. 4 Drawers
  - b. Stacker/finisher
  - c. B/W and color
  - d. Scan, email and Fax
- 3. Business License**
  - a. 4 Drawers
  - b. Stacker/Finisher
  - c. B/W
  - d. Scan, email and Fax
- 4. Finance**
  - a. 4 Drawers

- b. Stacker/finisher
  - c. B/W
  - d. Scan, email and Fax
- 5. Human Resources**
- a. 4 Drawers
  - b. B/W and color
  - c. Scan, email and Fax
- 6. Utility Finance**
- a. 4 drawers
  - b. Stacker/finisher
  - c. B/W
  - d. Scan, Email and Fax
- 7. Fire Administration**
- a. 4 Drawers
  - b. B/W and color
  - c. Scan, Email and Fax
- 8. Fire Station No. 1**
- a. 4 Drawers
  - b. Stacker/Finisher
  - c. B/W
  - d. Scan, Email and Fax
- 9. City Court**
- a. 3 drawers
  - b. B/W
  - c. Scan, Email and Fax
- 10. Engineering/Planning**
- a. 4 Drawers
  - b. B/W and color
  - c. Scan, Email and Fax
- 11. Wastewater Treatment Plant**
- a. 4 Drawers
  - b. B/W
  - c. Scan, Email and Fax
- 12. Public Works/Utilities**
- a. 4 Drawer
  - b. Stacker/finisher
  - c. B/W and color
  - d. Scan, Email and Fax
- 13. Police Administration**
- a. 4 Drawers
  - b. B/W and color
  - c. Scan, Email and Fax
- 14. Police Investigations**
- a. 4 Drawers
  - b. B/W and color
  - c. Scan, Email and Fax
- 15. Police Narcotics**
- a. 4 Drawers
  - b. Stacker/finisher
  - c. B/W and color
  - d. Scan, Email and Fax

**16. Police Athens Street**

- a. 4 Drawer
- b. B/W
- c. Scan, Email and Fax

**17. Police Telecommunications**

- a. 3 Drawers
- b. B/W
- c. Scan, Email and Fax

**18. Police Records**

- a. 4 drawers
- b. B/W

19. Scan, Email and Fax

**SCOPE OF SERVICES**

1. The intent of the City is to receive a viable and economical photo copier/multifunctional copier solution in support of the City's copying and printing requirements. The proposed solution shall office the latest in technology and security options.
2. The City seeks a copier solution that shall guarantee the quoted price for the entire term of the contract on a cost per copy only to include, all equipment, maintenance, and supplies except paper.
3. All proposed digital equipment must be new, unused and of the manufacturer's current production. Remanufactured, or equipment that has been used for demonstrations is not acceptable. Only machines designed with the latest technology available will be considered.
4. All proposals shall include brochures and literature and propose copiers with varying features that are suitable to each department, such as:
  - a. Black and white and/or color copiers
  - b. Scanning capability (i.e., scan to directory, email, etc.)
  - c. Faxing capability
  - d. Ability to send, queue, and cancel print jobs to copiers
  - e. Copy size ranges (11" x 17", 8.5 x 14", 8.5 x 11")
  - f. Paper capacity: minimum two (2) 500 capacity adjustable paper trays
  - g. Additional 8.5" x 11" large capacity tray
  - h. Front and back copying and scanning
  - i. Sorting
  - j. Stacking
  - k. Collating
  - l. Auto feed
  - m. Bypass feeder
  - n. Reverse document feeding
  - o. Image reduction capabilities
  - p. Image enlargement capabilities
  - q. Latest digital technology
  - r. Finishing capability options to include folding, stapling, three-hole punch, and saddle-stitch
  - s. Push button features on the keypad
  - t. Ability to use SNMP V3 only
  - u. Ability to use SMB V3 only
  - v. Communication logging such as syslog to a log collector
  - w. Ability to implement password complexity requirements
  - x. Remote support

5. **Implementation and Transition Plan:** Proposals shall provide a detailed plan for implementing the proposed copiers. This plan should include but not limited to the following:
  - a. Detailed methodology for implementation and post transition at the end of contract ter. Methodology shall include estimated timeframe, overview of phases and milestones, assumption and assumed responsibilities.
  - b. Project organization chart showing expectations of the City and the offeror.
  - c. Names, titles, resumes, certification credentials and references of implementors to be assigned to this project.
  - d. The role and responsibility of the firm during delivery, installation and implementation.
  - e. The role and responsibility of the City staff during delivery, installation and implementation, including networking and configuration to local network, electrical receptacles and dedicated line requirements.
6. **Training plan:** The proposals should include a detailed plan for training to include:
  - a. Overview of the proposed training for end-users and IT staff.
  - b. The role and responsibility of the firm in the implementation of the training plan
  - c. The role and responsibility of the City staff in the implementation of the training plan.
  - d. Post implementation training
7. **Maintenance and Support Program:** The proposals shall specify the nature of any post-implementation and on-going support provided by the offeror including:
  - a. Post-implementation support
  - b. Qualifications and number of technicians that will be assigned to the City for the term of the contract.
  - c. Telephone support (e.g., include toll-free support hotline, hours of operation, availability of business hour hotline.)
  - d. Onsite support (including definition of business hours.
  - e. Remote management capabilities of all equipment, including copier counts for each copier
  - f. Problem reporting and resolution procedures
  - g. All maintenance requirements, including preventive maintenance
  - h. Equipment replacement procedures
  - i. Supply Management procedures
8. **Reporting:** the proposals must specify usage reporting procedures to also include:
  - a. Reporting and monitoring capabilities for copier usage/meter reading, and site location identification
  - b. Other reporting tools available
9. **Data Security:** The City seeks a responsible firm with previous experience and established understanding of all facets of data security. The City also seeks a firm with knowledge of best practices for securing data output from multi-functional printers (MFP), access of MFP's and printers and use of security layers while maintaining acceptable level of convenience and transparency to the City. Firms shall provide a detailed description of any vulnerabilities and risk assessment of their proposed systems
10. **Delivery and Installation:** After the contract execution, the successful firm shall have 30 days to make deliver of the initial copiers. The City's IT Consultant, VC3 and the successful firm shall agree on the specific delivery schedule and installation time frame. The successful firm is expected to work with VC3 and the using departments to ensure that the transition period runs smoothly, and departmental inconvenience is held to an absolute minimum.
  - a. All deliveries and installations shall be made during the City's normal working hours (Monday-Friday 8:30 am – 5:00 pm). Removal of all waste packaging

- materials and restoration of any damaged areas to its original condition will be the responsibility of the successful firm.
- b. The copiers shall be delivered, assembled, adjusted and installed and made ready for continuous operation upon set-up. Operation manual shall be provided at the time of installation
  - c. The successful firm shall be responsible for the transportation, installation, setting up, testing and making fully operable all copiers. No City employee shall be required, or obligated to help unload, install or set up any equipment. The City's IT consultant shall assist with the networking and configuring equipment to the local area network.
11. **Warranty:** The firm shall install copiers that are fully warranted by the manufacturer. Although the City will not own the copiers, they shall be warranted from the date of installation, for a minimum of 90-days verifying that they are free from defects in material and workmanship. If not, the machine (s) shall be replaced without any cost to the City.
- a. This warranty is in addition to the general obligations of the successful firm to faithfully perform the contract requirements. Neither warranty, final payment, nor a provision of the contract shall relieve the firm of its responsibility for faulty materials, workmanship, design, manufacture, or assembly.
  - b. If the equipment fails to perform, the City may at its option, have the defects corrected or equipment replaced, at the expense of the firm.
12. **Contract Term:** The contract term included 36 months, with the option to renew for up to two addition one-year terms

### **PROPOSAL SUBMITTAL**

Firms are requested to **submit six (6) copies of the proposal**. Due to time limitations of the Selection Committee members, **proposals should be limited to no more than twenty (20) pages**. Please include tab dividers for easy access to each section of the proposal (tab dividers do not count toward the 20-page limit). **Additional supplemental information may be submitted, under separate cover, in order to aid in firm selection. This information may include staff resumes, descriptions of similar municipal projects, project references, and a description of the conceptual approach to meeting the project requirements.** The firm may also submit, under separate cover, an example of a project previously completed at another municipality that is similar in size and scope to the work described above.

### **SELECTION PROCESS OVERVIEW**

On or before the time specified herein, the respondents will submit a proposal in response to this RFP. A review panel will assess the proposals utilizing the evaluation criteria as stated below in this RFP document. The Committee may short-list up to three firms and may request oral presentations from the selected firms.

### **SELECTION CRITERIA**

1. Qualifications and Experience of the firm
2. Proposed Equipment and Services Offered
3. Services Capabilities
4. Price

The City shall have sole discretion in evaluating the qualifications of responders and the suitability of their proposals to meet the City's needs. The City reserves the right to select the Proposal that is deemed to be in the best interest of the City. **The City also reserves the right to reject any and all Proposals.**

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### **TAXES**

The City of Florence pays SC Sales Taxes in the amount of 8%. However, the City of Florence is exempt from Federal Excise Taxes and will issue exemption certificates, if requested. **Include all taxes with your response.**

### **PROFESSIONAL INSURANCE REQUIREMENTS AND INDEMNIFICATION**

The successful company shall procure and maintain insurance for protection from claims under workers' compensation acts; claims for damages because of bodily injury including personal injury, sickness or disease, or death of any and all employees or of any person other than such employees; claims for damages because of injury to or destruction of property, including loss of use resulting therefrom; claims caused by professional errors, acts, or omission; and any other insurance prescribed by law. The successful company shall name the City of Florence, South Carolina, its elected and appointed officials, officers, and employees as "Additional Insureds" as their interests may appear, but only with respect to services performed or provided by successful company on behalf of the City under Consultant's commercial general liability insurance policy. The successful company shall, within 10 days of the full execution of any contract resulting from this RFP, provide the City's Purchasing Agent with a certificate(s) of insurance evidencing the coverages required above and containing an endorsement to the effect that any cancellation or non-renewal shall not be until 10 days after the insurer or the selected company gives written notice to the City.

Without limiting the provisions of paragraph above, the selected company shall, during the term of any contract resulting from this purchase, maintain insurance with limits not less than those set forth below:

The successful company shall take out and maintain, during the life of the contract agreement, workers' compensation and employer's liability insurance for all employees to be engaged in services on this project under this agreement in an amount not less than \$1,000,000.00, and in case any such services are sublet, the company shall require all subcontractor(s) also to provide workers' compensation and employer's liability insurance in an amount not less than \$1,000,000.00 for all of the subcontractor's employees to be engaged in such.

Employer's Liability Insurance - \$1,000,000 each accident, \$1,000,000 disease policy limit, \$1,000,000 disease each employee

Commercial General Liability Insurance - \$1,000,000 per occurrence (bodily injury and property damage) / \$1,000,000 general aggregate

Automobile Liability Insurance - \$1,000,000 combined single limit (bodily injury and property damage), each accident

Professional Liability Insurance - \$1,000,000 per claim / \$1,000,000 general aggregate

*Professional Services:* The selected company shall indemnify and hold the City of Florence, South Carolina, its elected and appointed officials, officers, and employees, harmless from and against judgments, liabilities, damages, losses, costs, and expenses (including, but not limited to, reasonable attorneys' fees and costs but only to the extent otherwise authorized by law) to the extent caused by any negligent act, error, or omission in the performance and furnishing of the selected company's professional services under any contract resulting from this RFP, including any negligent act, error or omission of any individual or entity directly or indirectly employed by



the selected company to perform any of the work or anyone for whose acts, errors, or omissions the selected company may be liable, regardless of whether or not caused in part by a party indemnified hereunder.

*Other Than Professional Services:* With respect to all acts or omissions of the selected company, or any individual or entity directly or indirectly employed by the selected company to perform any of the work or anyone for whose acts, errors, or omissions the selected company may be liable, which do not arise out of or result from the performance of professional services, and which may be covered by employer's liability insurance, commercial general liability insurance, automobile liability insurance, or other general liability insurance, the selected company shall indemnify and hold the City of Florence, South Carolina, its elected and appointed officials, officers, and employees, harmless from and against judgments, liabilities, damages, losses, costs, and expenses (including, but not limited to, reasonable attorneys' fees and costs but only to the extent otherwise authorized by law) to the extent caused by or arising out of the selected company's negligent acts of commission or omission (or those of or any individual or entity directly or indirectly employed by the selected company to perform any of the work or anyone for whose actions or failure to act the selected company may be liable) during the performance of this Agreement.

The selected company shall require any subconsultants and subcontractors to purchase and maintain insurance with limits not less than those required above to be purchased and maintained by the selected company. In addition, the selected company shall require any subconsultants and subcontractors to assume the selected company's indemnification obligations under any contract resulting from this RFP to the extent they relate to the subconsultant's or subcontractor's obligations under any contract with the selected company.



City of  
**FLORENCE**  
SOUTH CAROLINA

**REQUEST FOR PROPOSAL NO. 2022-65  
COPIERS – REPLACEMENT AND MAINTENANCE CONTRACT**

**Contact Information**

The following form should be completed and submitted with your proposal.

**Company Name:**

**Address:**

**City, State, Zip:**

**Phone Number:**

**Fax Number:**

**E-mail Address:**

**Printed Name of Authorized Agent:**

**Title:**

**Date:**