

COLUMBUS METROPOLITAN LIBRARY

Request for Proposal

Managed Print Services RFP

Issue Date: September 26, 2024

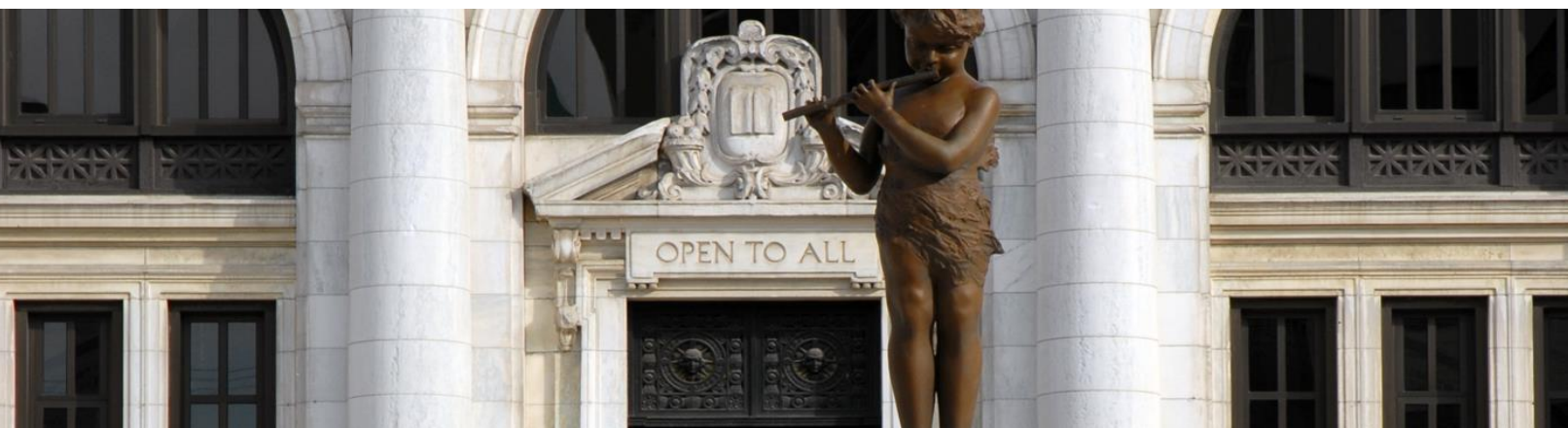
RFP Number: CML # 24-025

Issued by:

Procurement Department
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal:

October 24, 2024
No later than 12:00 Noon



REQUEST FOR PROPOSAL COVER SHEET

The Columbus Metropolitan Library (“CML” or “Library”) is issuing this Request for Proposal (“RFP”) to provide Managed Print Services and Support for twenty-four (24) CML locations. The RFP Identification Number is **CML # 24-025**.

Proposals must be received by the Procurement staff at the Columbus Metropolitan Library via email to procurement@columbuslibrary.org **no later than 12:00 PM on October 24, 2024**. Any Proposal (“Proposal”) arriving after 12:00 PM will be marked late and will receive no consideration for selection to provide the specified services.

All questions or requests for clarifications should be submitted to procurement@columbuslibrary.org no later than 5:00 p.m. on October 14, 2024. CML will post written responses to all properly received questions no later than 5 pm on October 17, 2024.

The Proposer (“Proposer”) declares to have read and understood and agrees to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract (“Contract”) for which it is selected to provide the specified services at the prices proposed.

The Proposer certifies, by signature affixed to this Request for Proposal Cover Sheet, that the information provided by it in response to the RFP, including certified statements, is accurate and complete.

| | | |
|--|-------|-------|
| Federal Taxpayer Identification Number (TIN) | | |
| Name of Person Signing the Proposal (Please print or type) | | Title |
| Proposer Name | | |
| Mailing Address | | |
| City | State | ZIP |
| Telephone | | |
| Contact Person | | |
| E-mail Address | | |
| Authorized Signature (in Ink, DocuSign or Adobe Sign). | | |

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL.

OVERVIEW

The Columbus Metropolitan Library (“CML” or “Library”) is seeking Proposals from qualified Proposers to provide a managed print service, inclusive all required equipment, software and training as detailed in this document.

CML facilities undergo renovations on a regular basis. Sites and equipment may be modified, added, or removed to meet the operational needs of CML. CML will notify the Contractor in writing of site relocations, modifications, additions or removals of services required.

CML may award the contract by group but with the possibility of a combined award in total or part. If a single vendor is bestowed with the multiple-location contract, the vendor may be issued a separate purchase order for each group or location.

Detailed plans, specifications and drawings can be found as a separate link located under the link to this RFP on the CML website page “Doing Business with Us”.

SCOPE OF WORK

The Library is seeking Proposals from qualified firms to provide a new managed print service, and all required equipment, software and training for twenty-four (24) CML locations. The Library hardware ordering and support services would start in January of 2025.

I. Scope of Work

A. Contractor Responsibilities

1. The goal of the managed print services project (the “Work”) is to provide a robust, consistent, and optimal document service experience for both Library customers and staff. To that end, the Proposer shall provide detailed proposals for one or both below-tiered scenarios. The Library will select the scenario that is most advantageous to this goal and its mission.
2. The successful Proposer will meet all requirements necessary and furnish all labor, services and materials for the timely and proper completion of the Work and provide ongoing system maintenance and support including, but not limited to, periodic upgrades and enhancements.

- B. Scenario I:** Provide managed print services for existing HP fleet and/or proposal to lease new printers and/or multifunction printer equipment to replace the Library’s existing fleet for a minimum of three (3) years with options for two

(2) one-year extensions, not to exceed five (5) years' total. Include equipment setup and staff training at specified locations.

- a. Removal of existing equipment
- b. Buyback offer for any equipment that can be reused by Proposer
- c. Destruction of existing equipment hard drives along with certificate of destruction
- d. Delivery of new equipment to individual sites
- e. Set-up of new equipment with all requirements and specifications detailed in **Appendix A**
- f. Location-based training of new equipment for Library staff

C. **Scenario II:** Provide managed print services for existing HP fleet and/or proposal to purchase new printer and/or multifunction printer equipment compatible with the existing fleet. Include all equipment setup and staff training as specified in **Appendix A**.

- a. Removal of existing equipment
- b. Buyback offer for any equipment that can be reused by Proposer
- c. Destruction of existing equipment hard drives along with certificate of destruction
- d. Delivery of new equipment to individual sites
- e. Set-up of new equipment with all requirements and specifications detailed in **Appendix A**
- f. Location-based training of new equipment for Library staff

II. **General Terms and Conditions**

- A. When appropriate, CML will make resources such as meeting rooms, photocopiers, etc., available upon request by the Contractor for meetings, presentations, and data collection initiatives to support the services outlined in this Agreement.
- B. The Contractor shall not enter into any agreements with any subcontractors for this engagement without the prior written approval of CML. CML shall have the right to interview and/or conduct due diligence investigations of prospective subcontractors and approve or reject proposed subcontractors. Any subcontractors shall meet the same experience requirements as the primary contractor.
- C. The Contractor shall monitor all deliverables and services and shall promptly notify the CML Authorized Representative, by telephone or other means, of any failure to provide such deliverables and services in accordance with the contract schedule. CML shall determine if failure to provide deliverables and services has caused or is likely to cause impairment to CML's operations or an inconvenience to CML. If it is determined that such a failure to provide deliverables and services has caused or is likely to cause such impairment or inconvenience, then CML shall notify the

Contractor in writing, and provide a cure date to the Contractor. The cure date shall provide the Contractor with a period of time to cure the situation to avoid liquidated damages. Decisions by CML in this regard shall be final and shall not be arbitrary or capricious.

III. **Definitions**

- A. Agreement - This RFP, associated addenda, contractor proposals, and the final contract document.
- B. CML Authorized Representative - Means the CML Chief Financial Officer, or designee.
- C. Contractor - The organization or entity providing services pursuant to this Agreement.
- D. Days - Business Days, unless otherwise specified.
- E. Proposal - A formal offer submitted in response to this RFP, outlining the proposer's plan to meet the project's requirements, including technical and cost components.
- F. Subcontractor - Any third party that the primary contractor might engage to perform part of the work required under the contract, subject to CML's approval.
- G. Deliverables - The final products, services, or outcomes that the contractor is expected to provide as specified in the contract agreement.
- H. Contract Award - The decision made by CML to enter into a formal agreement with the selected proposer based on the evaluation of all submitted proposals.
- I. Non-responsive Proposal - A proposal that fails to comply with the RFP requirements, resulting in its disqualification from further consideration.
- J. Compliance - Adherence to the laws, regulations, and conditions set forth in the RFP and the subsequent contract.
- K. Technical Proposal - Part of the proposal detailing the proposer's approach, methodology, and detailed plan to achieve the requirements outlined in the RFP.
- L. Cost Proposal - Part of the proposal that provides detailed pricing for all aspects of the proposed solution, including all direct and indirect costs.
- M. Vendor - Refers to the supplier or contractor selected to provide the specified equipment, supplies, and/or services as a result of the RFP process.
- N. Addendum/Addenda - Official amendments or clarifications issued by CML to the original RFP document post-issuance.
- O. Contract Termination - Conditions under which the contract may be concluded prematurely, either due to failure to perform as specified or by mutual agreement.
- P. Force Majeure - Unforeseen events outside the control of either party that prevent the fulfillment of contract obligations, such as natural disasters or other acts of God.

IV. **Contractor Qualifications**

- A. Proposers must demonstrate a minimum of five years' experience in the procurement, configuration, and deployment of printing technologies as detailed in this RFP.

- B. This experience should be current and must include direct, verifiable service delivery rather than through subcontracting roles.
- C. We require that at least one technician is assigned to the installation team possess relevant professional certifications. Evidence of such certifications, in addition to detailed proof of experience, must accompany the proposal submission.

V. **Maintenance and Warranty Terms**

- A. Proposers are required to provide a minimum three-year warranty on all newly provided printer equipment. This warranty should cover all aspects of functionality and defects, extendable directly through the proposing firm or the original equipment manufacturer (OEM).
- B. Additionally, for existing in-service equipment, a one-year warranty from the date of final acceptance by CML is mandatory, covering labor, installation, and configuration services.
- C. The proposer must ensure that all equipment operates to the manufacturers' standards and specifications.
- D. Proposers must also serve as the intermediary for all warranty services, maintaining this role throughout the warranty period, regardless of the contract's status.
- E. Warranty issues must be addressed within 15 business days after CML's notification, and any workmanship related issues must begin rectification within two business days unless specified otherwise.

VI. **Maintenance Services**

- A. The Firm shall provide a detailed quote(s) for the installation of any supplementary work requested by CML at each of the twenty-four (24) locations for up to one (1) year past the date of completion.

VII. **Term of Agreement**

- A. This agreement shall commence on upon the final signature date of the agreement, or a mutually agreed upon start date between the Contractor and CML, and continue until May 31, 2025 or for three (3) consecutive years, whichever is sooner.
- B. CML and the Contractor may extend the agreement for two (2) additional one (1) year terms, upon mutual consent.
- C. CML may request that this agreement be continued on a month-to-month basis after the first three (3) year period, in lieu of a one (1) year extension. Month to month services shall continue at the Year 3 rates unless mutually agreed between CML and the Contractor.
- D. The total term of this agreement shall not exceed five (5) years.

GENERAL INSTRUCTIONS

Proposers shall comply with the specifications and attachments in the proposal documents.

The Proposer shall examine attachments before submitting a Proposal. Submitting a Proposal shall prove that this requirement has been met.

The Proposer shall comply with all applicable laws, rules, and regulations of the State of Ohio, Franklin County, and local jurisdictions.

The Proposer is responsible for all requirements as provided in this RFP and attached Project documents.

PRE-PROPOSAL MEETING

A virtual pre-proposal meeting will be held October 7, 2024 at 2:00 pm to permit potential Proposers the opportunity to ask questions about this Project. Although the pre-proposal meeting is not mandatory, attendance by any prospective Proposers is encouraged. Interested Proposers will be asked to RSVP to procurement@columbuslibrary.org, at which time they will be provided with a link to the pre-proposal meeting. An edited and annotated summary of the Pre-Proposal meeting will be published in the form of an addendum to the solicitation and will be available on the Doing Business with CML page of the Columbus Metropolitan Library website, <https://www.columbuslibrary.org/doing-business/>.

PROPOSAL SUBMISSION REQUIREMENTS

1. Proposers are cautioned to review all parts of the RFP carefully. No allowance may be made for any error or negligence of the Proposer.
2. Proposals are to be prepared in such a way as to provide a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of this RFP and provide sufficient information to fully establish the Proposer's ability to perform all the actions, activities and functions described in this RFP.
3. Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness and clarity of content and should minimize extraneous marketing materials.
4. Costs for developing the Proposal are entirely the responsibility of the Proposer and shall not be chargeable to the Library.
5. All Proposals must include all required items (equipment, hardware, services) as specified and shall not deviate from these. Proposers may provide alternates but only IN ADDITION TO specified requirements. Proposals listing alternates but not base scope requirements shall be deemed non-responsive.
6. The Proposer must address all the requirements listed in the Request for Proposal. All Proposals must be emailed to procurement@columbuslibrary.org with the Proposal

Identification Number CML #24-025, title, and Proposer name in the subject line and the file names.

PROPOSAL SUBMITTAL

Each Proposer must submit a Technical Proposal and a Cost Proposal for each scenario proposed as part of its Proposal package. Proposals must be submitted as two (2) separate components or attachments for each scenario.

Each Technical Proposal package must be marked as follows:

“CML #24-025 Managed Print - Services and Hardware Proposal”

IMPORTANT: Technical proposals must not contain cost or pricing information.

Each Cost Proposal package must be clearly marked as follows:

“CML #24-025 Managed Print - Cost Proposal”

IMPORTANT: Service and Hardware Proposals must not contain cost or pricing information.

PROPOSAL SUBMITTAL APPROACH, FORMAT AND CONTENT

To facilitate the comparison of Proposals, Technical Proposals shall be organized into the following marked or tabbed sections:

Proposal responses must be organized and submitted per the instructions in this section.

Proposals must include a table of contents listing all sections.

1. Cover Letter

A cover letter on the Proposer’s letterhead shall be submitted and shall include, but need not be limited to, the following information:

- A. The signature of a person authorized to bind the Proposer legally to the extent of work and financial obligation outlined in its Proposal.
- B. A statement that the Proposal will be valid for 90 days.
- C. Identification of all the material enclosures submitted in response to this RFP.
- D. A summary of the submitted Proposal and a brief statement of the proposer’s qualifications are to meet the requirements described in this RFP. This information shall include:
 - a. The names of the individuals involved in preparing the Proposal and their relationships to the Proposer.
 - b. The name, address, and telephone number of the individual to whom inquiries relating to the Proposal shall be directed.
- E. A statement that the Proposer agrees to and accepts all terms and conditions contained herein.
- F. A statement that the Proposer understands all requirements of the RFP.

2. Project Overview (“Work Plan”)

The Work Plan should include a detailed description of how the Proposal will deliver on every aspect of the Project. It must address exactly how the Proposal will provide all required services specified in this RFP, including, but not limited to, the “Minimum Contractor Capabilities,” “Scope of Services,” and “Support for Transition and continued Service.”

3. Statement of Firm Qualifications

All Proposals must include a statement of qualifications, experience and description of the firm and its history. The information included in this section shall include, but not be limited to, the following:

- A. Statement as to the Proposer’s particular abilities and qualifications to include, but not limited to:
 - a. Brief history of the company.
 - b. Product and service offerings.
 - c. Describe the core competencies.
 - d. The number of years the Proposer has been in business.
 - e. Primary corporate location’s address.
 - f. The geographical area of operations and professional affiliations.
 - g. Overview of the ownership structure of the company. Is the company private or public?
 - h. Describe any alliances or strategic partnerships with other companies.
 - i. Size and composition of the organization.
 - j. Number of customers.
- B. Statement of Affirmation as to Proposer’s ability to perform the Work.
- C. Three (3) references for projects like that outlined in the specifications completed within three (3) years of the date of the RFP submission. Executive-level summary of the proposed solution(s).

4. Description of Services and Staffing (“Staffing Plan”) and Equipment

A description of the Proposer’s staffing plan for the CML project, which shall include but shall not be limited to:

- i. The name of each team member assigned to this project and the role assigned for each location.
- ii. A brief resume of experience, certifications, skills and abilities of each team member.
- iii. A disclosure of all adverse information that is publicly available, which shall include but shall not be limited to:
 - a. Lawsuits, judgments, liens, bankruptcies or claims made against the Offerors within five (5) years of the proposal due date.

- b. Debarment from entering into Contracts with the State of Ohio, any county in the State of Ohio, or any other government entity within five (5) years of the proposal's due date.
- iv. The Contractor may not enter into subcontracts for the Work after award without written approval from CML.
5. Include any other information documentation believed to be pertinent but not specifically mentioned in this RFP that may be useful and applicable to this project.
6. The Offeror must include a completed W-9 Form.
7. The Offeror must provide a Certificate of Insurance (“COI”) with coverage per the terms provided herein and list CML as an Additional Insured. Waiver of Subrogation shall also apply and be indicated on the COI.
8. A list of all assumptions and exceptions to the specifications outlined in the RFP.
9. Completed Acknowledgement of Addenda Form – Appendix D

COST PROPOSAL

The Cost Proposal package shall contain the following items:

1. Completed Cost Proposal Spreadsheet – Appendix B
2. A detailed bill of materials for each location or group. This should include a detailed bill of materials listing all components and costs for a Print Management solution per location or group (e.g., toner item cost and markup cost, hardware model numbers, parts support, etc.).
3. Completed Supplier Diversity Form – Appendix C

The Proposal shall contain **all price information** in the format specified on the Cost Proposal Spreadsheet Form Appendix B.

Prices offered shall be all-inclusive and shall remain fixed for the duration of the agreement. CML is a tax-exempt entity. The proposer shall bear full responsibility for the ultimate proposed cost, notwithstanding any errors in calculations or worksheets.

ADDITIONAL INFORMATION

1. Addenda to this RFP will be posted on our website at www.columbuslibrary.org/about/doing-business at least five (5) business days before the RFP opening. Proposers are responsible for any information provided in all issued addenda.
2. Correct and proper invoices will be paid within 30 days of receipt. Invoices are to detail the services provided, the date and detail costs and are to be submitted on company letterhead, to the e-mail address on the Library’s purchase order. Refer to terms and conditions herein for additional information regarding payment.
3. Times referenced herein are Columbus, Ohio, local time.

4. Submission of a Proposal in response to this RFP is the Proposer’s acknowledgment that subjective criteria may be used in the evaluation of Proposals. The award shall be made to the responsive and responsible Proposer determined to be the most advantageous to the Library. Price, although an important consideration, will not be the sole determining factor. The Library may award the contract to multiple vendors by groups outlined in this RFP.

QUESTIONS

All questions regarding this RFP must be sent to procurement@columbuslibrary.org and must reference the RFP Identification Number and title of the RFP no later than **5:00 p.m. on October 14, 2024. CML will post written responses to all properly received questions no later than 5 pm on October 17, 2024.** Answers to all questions will be documented and posted on the “Doing Business with the Library” page of the Library’s Web site at www.columbuslibrary.org/about/doing-business.

PROJECTED TIMELINE

The projected timeline for this RFP process is provided below. The Library may, at its sole discretion, modify the schedule as necessary to allow for a thorough and complete analysis of responses.

| Activity | Target Completion Date |
|---------------------------------------|---------------------------|
| Issuance of RFP Inquiry Period Begins | September 26, 2024 |
| Virtual Pre-Proposal Meeting | October 7, 2024 @ 2:00 pm |
| Inquiry Period Ends | October 14, 2024 |
| Final Response to Vendor Questions | October 17, 2024 |
| Due Date | October 24, 2024 |
| Selection of Successful Proposer | TBD |

*CML reserves the right to modify this schedule at CML’s discretion. Notification of changes in the response due date would be posted on the CML website or as otherwise stated herein. All **times are Eastern Standard Time***

SELECTION PROCESS

The Evaluation Committee will review all Proposals and evaluate responses to the RFP.

1. CML will form an evaluation committee to review and evaluate proposals. The evaluation criteria are included in Appendix E – Evaluation Matrix. The following criteria weights will be used to evaluate the proposals:
 - a. Total cost – 200 Points
 - b. Quality and comprehensiveness of the Contractor’s response – 100 Points
 - c. Quality and comprehensiveness of the Contractor’s work plan and ongoing service delivery - 300 Points
 - d. Review of the contractor’s staffing plan and project team – 200 Points
 - e. Review of experience on projects of similar size and scope – 200 points
 - f. Total Allowable Points - 1,000 points
2. CML may invite any or all Proposers to present an oral presentation on the specifics of their technical and/or price submission. Proposers will be provided with sufficient notice to prepare.
3. Members of the CML evaluation committee may choose to retain their original technical score following the oral presentation or may choose to re-score any or all Proposers following oral presentations. The final score will be collected and recorded by the CML procurement staff.
4. A single or multiple Proposers may be selected by groups outline above for this RFP.

Evaluation of Quality of Proposer’s Proposal:

Members of the CML evaluation committee will utilize a zero (0) to five (5) scale to evaluate each proposal. Members of the evaluation committee will apply the scoring formula outlined below:

| | | |
|-----------|----------------|--|
| Zero (0) | Unsatisfactory | Does not conform to CML requirements. |
| One (1) | Poor | Conforms to CML requirements in a limited manner. |
| Two (2) | Satisfactory | Generally meets CML requirements with limitations. |
| Three (3) | Good | Meets CML requirements as written. |

| | | |
|----------|-------------|--|
| Four (4) | Excellent | Meets and generally exceeds CML requirements as written. |
| Five (5) | Outstanding | Exceeds CML requirements in all aspects. |

Members of the CML evaluation committee will review the completeness and comprehensiveness of all proposals. CML will place emphasis on the quality and comprehensiveness of the proposal, including the understanding of the requirements by the Proposer, Proposer's qualifications, quality of the proposed solution, organizational history and capacity, experience, and references.

Evaluation of Proposer's Cost Proposal:

CML will rank costs on a relative basis to determine the cost score. CML will calculate the Proposer's cost score after the technical evaluation committee has concluded its review. The Proposer's cost score will be assigned in the following manner:

$$\text{(Lowest Responsive Price Proposal / Cost of Proposer's Proposal Submission)} \times 300 \text{ Points} = \text{Total Cost Score}$$

Example: (Lowest Responsive Price Proposal (\$100,000) / Proposer Proposal Submission (\$110,000)) x 300 Points = 273 Points (of a possible 300).

The Total Composite Score will be comprised of the Technical Proposal Score + Cost Score which will not exceed 1,000 points.

Contract Award

The Library is not, by virtue of issuing this RFP, obligated to enter into a Contract and reserves the right to not issue a Contract as a result of this solicitation.

CML will enter into negotiations with the Proposer or multiple Proposers with the highest composite score following the final technical scoring by the evaluation committee. The selected Proposer will be invited to negotiate a contract with CML. The contents of the selected proposal, together with the RFP and any formal questions and answers generated during the proposal process, will be incorporated with and made part of the final contract as developed by CML. Should negotiations fail to result in a signed contract within thirty (30) days, CML reserves the right to terminate negotiations and select the Proposer whose proposal is determined to be the next most advantageous to CML.

All Proposers that respond will receive a notification if they have been selected or not.

Columbus Metropolitan Library

Standard Contract Terms and Conditions

Contract Components, Entirety, Changes Interpretation

Contract Components: This contract consists of the complete Invitation to Proposal (RFP), including the Instructions and Interpretations to Proposer, the Contract Terms and Conditions, the Special Contract Terms and Conditions (if any), the specifications, and any written addenda to the RFP; the completed sealed written Proposal, including proper modifications, clarifications and samples; and applicable, valid Columbus Metropolitan Library (CML) purchase orders or other ordering documents (together referred to as the “Contract”). The terms solicitation and Invitation to Proposal (RFP) have similar meaning and are used interchangeably, where appropriate.

Entire Agreement; Parties to the Contract: This contract is the entire agreement between the individual or entity selected to provide equipment, supplies and/or services on the basis of a Proposal submitted to CML in response to an RFP (referred to as the “Supplier” or the “Contractor” in these Terms and Conditions) and Columbus Metropolitan Library (CML). References to “Vendor” in any of the contract components are deemed to refer to the Supplier or Contractor selected to provide the specified equipment, supplies and/or services that are the subject of the Contract.

Contract Changes: Waivers, Changes or Modifications to this Contract must be made in writing and signed by both parties. If a party to this Contract does not demand strict performance of any item of this Contract, the party has not waived or relinquished any of its rights; the party may at any later time demand strict and complete performance of the term.

Contract Orders: CML will order products, supplies or services under this Contract from the Supplier directly. The Supplier may receive purchase orders by telephone, facsimile, electronically or in person by authorized employees of CML.

Subcontracting: The Contractor may not enter into subcontracts for the Work after award without written approval from CML. The Contractor will not need CML’s written approval to subcontract for the purchase of commercial goods that are required for satisfactory completion of the Work. All subcontracts will be at the sole expense of the Contractor unless expressly stated otherwise in the Contract.

CML’s approval of the use of subcontractors does not mean that CML will pay for them. The Contractor will be solely responsible for payment of its subcontractor and any claims of subcontractors for any failure of the Contractor or any of its other subcontractors to meet the performance schedule or performance specifications for the Project in a timely and professional manner. The Contractor will hold CML harmless for and will indemnify CML against any such claims.

The Contractor will assume responsibility for all Deliverables whether it, a subcontractor, or third-party manufacturer produces them in whole or in part. Further, CML will consider the Contractor to be the sole point of contact with regard to contractual matters, including payment of all charges resulting

from the Contract. The Contractor will be fully responsible for any default by a subcontractor, just as if the Contractor itself had defaulted.

If the Contractor uses any subcontractors, each subcontractor must have a written agreement with the Contractor. That written agreement must incorporate this Contract by reference. The agreement must also pass through to the subcontractor all provisions of this Contract that would be fully effective only if they bind both the subcontractor and the Contractor. Among such provisions are the limitations on the Contractor's remedies, the insurance requirements, record-keeping obligations, and audit rights. Some sections of this Contract may limit the need to pass through their requirements to subcontracts to avoid placing cumbersome obligations on minor subcontractors. This exception is applicable only to sections that expressly provide exclusions for small-dollar subcontracts. Should the Contractor fail to pass through any provisions of this Contract to one of its subcontractors and the failure damages CML in any way, the Contractor will indemnify CML for the damage.

Standard Invoice and Payment

Invoice: The Contractor shall submit invoices to Accounts Payable, Finance Department via the following e-mail address: accountspayable@columbuslibrary.org . The invoice must be a proper invoice to receive consideration for payment. A "proper Invoice" is defined as being free of defects, discrepancies, errors or other improprieties. Improper invoices will be returned to the Supplier noting the areas of discrepancy.

Payment: In consideration for the Supplier's performance, CML will pay the Supplier as invoiced. *Payments will be made by electronic funds transfer (EFT).* For all transactions, the Supplier must have a valid W-9 form on file with the Finance Department. The completed form should be included with the Proposal or mailed to: Finance Department, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215.

Payment Due Date: CML will pay invoices 30 days after it has received an invoice for products, supplies and services it has received and accepted.

Taxes: Columbus Metropolitan Library is exempt from all federal, state and local taxes as CML is part of Franklin County Government and has a 501 nonprofit status.

Term of Contract: This Contract is effective on the date it is fully-executed and will continue until the Project is completed, unless canceled in accordance with the Terms found herein.

Contract Renewal: This Contract may be renewed solely at the discretion of CML for a period of one month. Any further renewals will be by mutual agreement of both parties, as stated herein. The cumulative time of all renewals may not exceed two (2) years.

Delivery

F.O. B. The Place of Destination: Where applicable, the Supplier must provide the products, supplies or services under this Contract F.O.B., the place of delivery/destination, unless otherwise

stated. The address of delivery will be specified by the purchase order or other ordering document. Freight will be prepaid and included, unless otherwise stated.

Time of Delivery: [Not required]

Minimum Orders-Transportation Charges: [Not required]

Contract Cancellation; Termination; Remedies

Contract Cancellation: If a Supplier fails to perform any one of its obligations under this Contract, it will be in default, and CML may cancel this Contract in accordance with this section. The cancellation will be effective on the date delineated by CML.

- A. **Contract Performance is Substantially Endangered:** If the Supplier's default is substantial and cannot be cured within a reasonable time, or if CML determines that the performance of the contract is substantially endangered through no fault of CML, CML may cancel this Contract by written notice to the Supplier.
- B. **Cancellation by Unremedied Default:** If a Supplier's default may be cured with a reasonable time, CML will provide written notice to the Supplier specifying the default and the time within which the Supplier must correct the default. If Supplier fails to cure its default in the time required, CML may cancel this Contract by providing written notice to the Supplier. If CML does not give timely notice of default to Supplier, CML has not waived any of its rights or remedies concerning the default.
- C. **Cancellation by Persistent Default:** CML may cancel this Contract by written notice to Supplier for defaults that are cured but persistent. "Persistent" means three or more defaults. After CML has notified Supplier of its third default, CML may cancel this Contract without providing Supplier with an opportunity to cure, if the Supplier defaults a fourth time. CML shall provide written notice of the termination to the Supplier.
- D. **Cancellation for Financial Instability:** To the extent permitted by law, CML may cancel this Contract by written notice to Supplier if a petition in bankruptcy or similar proceedings has been filed by or against the Supplier.

Contract Termination: CML may terminate this Contract for convenience after issuing 30 days written notice to the Supplier.

Remedies for Default:

- A. **Actual Damages.** The Supplier is liable to CML for all actual and direct damages caused by the Supplier's default. CML may buy substitute supplies or services, from a third party, for those that were to be provided by the Supplier, and CML may recover the costs associated with acquiring substitute supplies or service, less any expenses or costs saved by the Supplier's default, from the Supplier.
- B. **Deduction of Damages for Contract Price.** CML may deduct all or any part of the damages resulting from Supplier's default from any part of the price still due on the Contract, after CML has provided prior written notice to Supplier of such default and intent to deduct damages from the Contract Price.

Force Majeure: If CML or Supplier is unable to perform any part of its obligation under this Contract by reason of force majeure, the party is excused from its obligations to the extent that its performance is prevented by force majeure, for the duration of the event. The party must remedy with all reasonable dispatch the cause preventing it from carrying out its obligations under this Contract. The term “force majeure” means without limitation: Acts of God, such as epidemics, lightning, earthquakes, fires, storms, hurricanes, tornadoes, floods, washouts, droughts, and any other severe weather; explosions; arrests; restraint of government and people; strikes; and any other like events or any other cause that could not be reasonable foreseen in the exercise of ordinary care, and that is beyond the reasonable control of the party.

CML Consent to Assign or Delegate. The Supplier may not assign any of its rights under this contract unless CML consents to the assignment or delegation in writing. Any purported assignment or delegation made without CML’s written consent is void.

Indemnification: Supplier will indemnify CML, its employees, members of the Board of Trustees, and its Officers and administrators for any and all claims, damages, lawsuits, costs, judgments, expenses, liabilities that may arise out of, or are related to, the Supplier’s performance under this Contract, including the performance by Supplier’s employees and agents and any individual or entity for which the Supplier is responsible.

Confidentiality: Supplier may learn of information, documents, data, records and other material that is confidential in the performance of this Contract. Supplier may not disclose any information obtained by it because of the Contract without written permission from CML. Supplier must assume that all CML information, documents, data, records or other material are confidential.

Publicity: Supplier and any of its subcontractors may not use or refer to this Contract to promote or solicit Supplier’s or subcontractor’s supplies or services. Supplier and its subcontractors may not disseminate information regarding this Contract, unless agreed to in writing by CML.

Governing Laws; Severability: The Laws of the State of Ohio govern this Contract, and venue for any dispute will be exclusively with the appropriate court of competent jurisdiction in Franklin County, Ohio. If any provision of the Contract or the application of any provision is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of the Contract will remain in full force and effect to the extent that the remaining provisions continue to make sense.

Workers Compensation: The Supplier shall carry Workers’ Compensation Liability Insurance as required by Ohio law for any work to be performed within the State of Ohio. Failure to maintain Workers Compensation Liability Insurance for the duration of the contract and any renewal hereto will be considered a default.

Automobile and General Liability Requirements: During the term of the Contract and any renewal hereto, the Supplier, and any agent of the Supplier, at its sole cost and expense, shall maintain a policy of automobile liability and commercial general liability insurance as described in this clause. Copies of the respective insurance certificates shall be filed with the Procurement Department within seven (7) calendar days after notification by the CML of its selection of the Supplier to provide the

specified supplies and/or services. Failure to submit the insurance certificates within the time period will result in the Proposer's Proposal not being considered. Said certificates are subject to the approval of the CML Procurement Manager and shall contain a clause or endorsement providing thirty (30) days prior written notice of cancellation, non-renewal or decrease in coverage will be given to the Procurement Manager. Failure of the Supplier to maintain this coverage for the duration of the Contract, and any renewals, thereto may be considered a default.

Automobile Liability: Automobile Insurance is required for anyone coming onto CML branches and/or property to deliver goods or perform services using a vehicle, which is owned, leased, hired, or rented by the Supplier. Any Supplier, broker, or subcontractor who will be on CML property, but not delivering goods or performing services, is required to carry Automobile Liability Insurance that complies with the state and federal laws regarding financial responsibility. Automobile liability insurance, including hired, owned, and non-owned vehicles used in connection with the Work, shall have a combined single limit coverage covering personal injury, bodily injury (including death) and property damage of not less than \$2,000,000 per accident.

Commercial General Liability: The Supplier shall maintain insurance coverage with a \$2,000,000 annual aggregate and a \$1,000,000 per occurrence limit for bodily injury, personal injury, wrongful death and property damage. The defense cost shall be outside of the policy limits. Such policy shall designate CML as an Additional Insured, as its interest may appear. The policy shall also be endorsed to include a blanket waiver of subrogation. The certificate shall be endorsed to reflect a per project/per location General Aggregate limit of \$2,000,000. If the Supplier uses an umbrella/excess policy to meet the required limits, it is understood that the policy shall follow from per project/per location basis. It is agreed upon that the Supplier's commercial general liability insurance shall be primary over any other coverage. The Procurement Department reserves the right to approve all policy deductibles and levels of self-insurance retention.

Contract Compliance: The participating CML branches and departments will be responsible for the administration of the Contract and will monitor the Supplier's performance and compliance with the terms, conditions and specifications of the Contract. If a branch or department observes any infraction such shall be documented and conveyed to the Supplier for immediate correction. If the Supplier fails to rectify the infraction, the department/branch will notify the Procurement Department in order to resolve the issues. These terms and conditions will be used by the Procurement Department to resolve the issues.

Warranties: Unless otherwise stated, all supplies shall be new and unused. All products shall carry manufacturer's warranties in addition to implied warranties. The Supplier warrants all supplies to be free from defects in labor, material, and workmanship (manufacturing) and comply with the contract specifications.

ADDITIONAL TERMS:

1. This Contract represents the entire agreement of the parties hereto and may not be amended except in writing signed by both parties.
2. CML is not responsible for any work or services provided by Contractor prior to the issuance of a P.O. by CML.

4. Contractor will supply its own tools and materials.
5. Contractor will make arrangements for EFT (electronic funds transfer).
6. A completed W9 form is required on file with CML prior to CML issuing payment for services provided by Contractor. The W9 form can be found at: <http://www.irs.gov/pub/irs-pdf/fw9.pdf>. Please fill out the form and return the signed contract to the Procurement Department of the Columbus Metropolitan Library at 96 S. Grant Avenue, Columbus, OH 43215 or e-mail: procurement@columbuslibrary.org.

Diversity

Because the Columbus Metropolitan Library (CML) serves a diverse central Ohio population, CML has a strong preference for professional service providers to propose teams made up of MBE/DBE/WBE and/or EDGE certified staff to provide CML with a diverse professional staff representative of the central Ohio region in which they will be working and of the customers that CML serves every day. Minority Business Enterprises are encouraged to respond to this solicitation.

A completed Appendix C - Supplier Diversity Form must accompany the completed Proposal. Please refer to Appendix C to submit this form.

COMPLIANCE WITH APPLICABLE LAWS

By submitting a response to this Invitation to Proposal, the Contractor acknowledges that it complies with applicable federal, state, and local laws and regulations, including, but not limited to, the following:

Equal Employment Opportunity/Nondiscrimination The Contractor agrees that if it is awarded a contract that in the hiring of employees for performance of work under the Contract or any subcontract, neither it nor any subcontractor, or any person acting on its behalf or its subcontractor's behalf, by reason of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color, shall discriminate against any citizen of the state in the employment of labor or workers who are qualified and available to perform work to which the employment relates. The Contractor further agrees that neither it nor any subcontractor or any person on its behalf or on behalf of any subcontractor, in any manner, shall discriminate against or intimidate any employees hired for the performance of the work under the contract on account of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color.

Ethics Laws The Contractor represents that it is familiar with all applicable ethics law requirements, including without limitation Sections 102.04 and 3517.13 of the Ohio Revised Code, and certifies that it complies with such requirements.

Appendix A

CML #24-025 Managed Print Services

Product Specifications, Installation, Testing and Training Criteria

Required Service Specifications for Scenarios I and II (Outlined in “Scope of Work”)

1. **The managed print services program must consist of at least the following components:**
 - a. The Library requires inventory management of all consumable supplies including automatic ordering/replenishment of all necessary supplies when needed in order to guarantee no gap in service.
 - b. Centralized fleet management software compatible with the Library’s network
 - c. Proposer is responsible for delivery of supplies to point of need
 - d. Proposer shall always maintain an active inventory of all managed print assets and properly tag all assets with unique identifiers
 - e. Supply Expectations
 - i. Black and white and toner must be OEM. No substitutions will be accepted
 - ii. Color toner must be OEM. No substitutes will be accepted
 - iii. Unlimited toner
 - iv. Unlimited MFP staples
 - v. Consumable supplies must meet original equipment manufacturers specifications
 - vi. Consumable supplies must not exceed 0.5% failure rate
 - vii. Vendor assumes all responsibility for hardware performance due to consumable supplies
 - viii. Covers all multifunction devices and network printers included in RFP
 - ix. Vendor retains ownership of all consumables inventory
 - x. Vendor will remove and recycle all empty cartridges and waste toner
 - f. Proposer is responsible for removing and storing all unused managed print equipment offsite at Proposer’s facilities as necessary (i.e. during extended construction projects, interior layout designs, etc.)
2. **Repair, maintenance and reporting services:**
 - a. The Library requires the Proposer to be responsible for all toner, fix/repair, maintenance and/or replacement of all equipment covered by a contract resulting from this RFP.
 - b. Hardware must meet manufacture specifications and minimum uptime requirements
 - c. Preventative Maintenance Schedules planned and completed according to

- manufacturers' recommended service schedules, including routine cleaning and replacement of pieces/parts, and installation of the newest firmware.
- d. Exclusive utilization of OEM parts and supplies
 - e. Minimum service response expectations:
 - i. Vendor shall respond to a request for maintenance within one (1) hour
 - ii. Maintenance and repair calls must be performed within four (4) hours
 - iii. The maximum allowable downtime for any one piece of equipment is forty-eight (48) hours
 - iv. Vendor assumes all responsibility for hardware performance due to service parts and components
 - v. Vendor will assume responsibility for disposal of and recycling of all service parts
 - vi. A "loaner" machine of equal technology must be placed in the building for any equipment that cannot be repaired and restored to normal operating service within forty-eight (48) hours
 - f. Downtime due to a lack of consumable supplies such as toner is deemed unacceptable as it disrupts library operations and affects service delivery to patrons. To mitigate this risk, the following measures and penalties will apply:
 - i. **Inventory Management:** The contractor must implement an automated inventory management system that alerts both the contractor and CML's designated representative when supplies drop below a predefined threshold. This system must facilitate the automatic replenishment of consumables to prevent any potential service gaps.
 - ii. **Penalties for Non-Compliance:** In the event of downtime attributable to the unavailability of consumable supplies, the contractor will be subject to penalties. These may include:
 - A financial deduction from the monthly service fee proportional to the duration of the downtime, and/or CML's cost of consumable replacement.
 - Accelerated response requirements for replenishing supplies and restoring service, with penalties escalating for repeated failures.
 - iii. **Reporting and Review:** The contractor must provide a monthly or quarterly report detailing inventory levels, replenishment activities, and any instances of downtime. This report will be reviewed in a quarterly, at a minimum, meeting with CML to ensure ongoing compliance with service standards.
 - iv. **Contingency Supplies:** The contractor is required to maintain a reserve stock of all consumables at a nearby storage facility, sufficient to cover all CML locations for at least one month. This reserve shall be used to mitigate any immediate shortages.
 - v. **Performance Review and Adjustments:** CML reserves the right to conduct periodic audits of the contractor's inventory management and fulfillment processes. If systematic issues are identified, CML may demand specific improvements or, in extreme cases, re-evaluate the contractual relationship.

3. The Library requires end-user help desk support for all users on all equipment covered by a contract resulting from this RFP:

- a. Provide a single point of contact for the Library IT staff as well as an escalation path.
- b. Unlimited phone support on all initial service calls during Library operating hours, 9:00 AM to 7:00 PM EST, Monday through Thursday and Fridays 9:00 AM to 6:00 PM EST, except for holidays.
- c. Weekend coverage preferable during Library operating hours on Saturdays (9:00 AM to 6:00 PM) and Sundays (1:00 PM to 5:00 PM).

Required Hardware Models and Support Specifications (Outlined in “Scope of Work”)

The Library requires that the Proposer has the capability and be certified to maintain and support the current fleet of the following HPs and/or recommendations for a compatible replacement for HP and Xerox printer models. The following model quantities are accurate as of August 28th, 2024, and may be slightly higher or lower upon final acceptance of offer.

| Model | Count |
|----------------------------|-------|
| Color LaserJet 5700 | 28 |
| Color LaserJet M651 | 17 |
| Color LaserJet M652 | 14 |
| Color LaserJet M555 | 12 |
| LaserJet 500 color M551 | 11 |
| Color LaserJet 6701 | 5 |
| LaserJet 400 M401dn | 4 |
| LaserJet 400 color M451dn | 3 |
| Color LaserJet Pro M453-4 | 3 |
| Color LaserJet M653 | 3 |
| LaserJet M506 | 2 |
| LaserJet P3010 Series | 1 |
| Color LaserJet CP2025n | 1 |
| LaserJet 2300 series | 1 |
| DesignJet T2530 PostScript | 1 |

| | |
|---------------------------|------------|
| LaserJet 4250 | 1 |
| LaserJet 600 M602 | 1 |
| LaserJet 400 color M451nw | 1 |
| WorkCentre 7835 | 39 |
| Total | 148 |

Required Equipment Specifications for Scenarios I and II (Outlined in “Scope of Work”)

The Library requires managed print service equipment consisting of only one or two manufacturers, minimizing the number of differing models. This is to ensure ease of use, maintenance, and training across our locations. All interfaces must be customizable, easy to navigate, and user-friendly, featuring clearly marked icons and buttons. Below are the specific hardware components and features required:

A. Print and Copy

1. Wireless Print Functionality:

- Wi-Fi Connectivity: Must support 802.11 b/g/n 2.4GHz and 5GHz dual band with WPA2-Enterprise encryption. Preference will be given to devices supporting WPA3 encryption.
- Mobile Printing: Must include Apple Air Print support. Preference for additional support for Android and other mobile OS printing solutions.
- USB Printing:
- Must support a wide range of file types, including PDF, Word, Excel, PowerPoint, XPS, JPEG, and TIFF. Specify the software versions supported.

2. Print Speed:

- Devices must support a minimum of 35 ppm and up to 55 ppm for both color and black-and-white printing.

3. Print and Copy Resolution:

- Print: Minimum of 1200x2400 dpi.
- Copy: Minimum of 600x600 dpi.
- If higher resolutions are available for specific use cases (e.g., photo-quality printing), please indicate.

4. Duplex (Double-Sided) Printing:

- Automatic duplex printing is required.

5. Job Assembly:

- Must include features that allow combining multiple documents into a single print job. Please describe the job assembly capabilities.

B. Scan (MFP Only)

1. Scan Direct to Email:

- Must support scanning directly to email in PDF format, using the Library's Adobe License. Include any email security requirements, such as encryption standards.

2. Scan to Folder:

- Must support scanning directly to a designated network folder.

3. Scan to USB:

- Must support scanning directly to USB in common formats (e.g., PDF, JPEG, TIFF).

4. Job Assembly:

- Must include features that allow combining multiple scans into a single document. Please describe the job assembly capabilities.

C. Fax (MFP Only)

1. Internet Faxing:

- Must support secure internet faxing with encryption.

2. Confirmation:

- Must provide both printed and/or digital fax confirmations.

3. Job Assembly:

- Must include features that allow assembling multiple fax documents into a single transmission. Please describe the job assembly capabilities.

D. General Features

1. Document Feeder:

- Must include an automatic reversing document feeder. Specify the sheet capacity.
2. Reduction/Enlargement:
 - Must support reduction/enlargement from 50% to 200%.
 4. Paper Input/Output:
 - Must support double-sided paper handling.
 - Paper Weight: Minimum 17# bond / Maximum 65# cover.
 - Envelope Bypass: Must support envelope bypass printing.
 - Bypass Feeder: Must include a bypass feeder.
 - Paper Size: Must support paper sizes from 5.5" x 8.5" to 11" x 17".
 - Paper Tray Capacity:
 - Must support up to 4 paper trays, including trays for letterhead, 8.5" x 11", 8.5" x 14", and 11" x 17" (MFP only). Indicate if a dedicated tray for letterhead is required.
 5. Finishing Options (MFP Only):
 - Must include the following finishing options:
 - Stapling
 - Collating
 - Three-hole punch
 - Booklet creation
 - Indicate the importance or priority of each finishing option.
 6. Exposure Glass:
 - Must support up to 11" x 17" document sizes (MFP only). Specify if larger sizes are available.

E. Technical Requirements

1. Library Network and Systems Compatibility:
 - Network Separation: Must support separation of public and staff network equipment.
 - Active Directory Integration: Must provide connections to Active Directory services.
 - Service Review: Must include reviewing and disabling unnecessary print services (e.g., Telnet, FTP, AppleTalk). Include a security audit to ensure all default services are appropriately secured.
 - Security Documentation: Must provide documentation of all network security configurations, to be reviewed by the Library's IT department.

2. OS Compatibility:
 - Devices must be compatible with Windows and Mac OS. Chrome OS printing support is preferred but not mandatory. Please indicate support for any other operating systems.

3. Microsoft Universal Print Support:
 - Preference will be given to devices that support Microsoft Universal Print.

Locations:

The Library has **twenty-four (24) public locations**, including **the Main Library** where several administrative departments are located. Additionally, a non-public **Operations Center** with some additional administrative staff is in Gahanna. This section outlines each location and associated addresses.

| LOCATION | ADDRESS |
|---------------------------------------|--|
| Canal Winchester | 115 Franklin St. Canal Winchester, OH 43110 |
| Driving Park | 1422 E Livingston Ave Columbus, OH 43205 |
| Dublin | 75 N. High Street, Dublin, OH 43017 |
| Franklinton | 1061 W. Town St. Columbus, OH 43222 |
| Gahanna | 310 Granville Street Gahanna, OH 43230 |
| Hilliard | 4500 Hickory Chase Way Hilliard, OH 43026 |
| Hilltop | 511 S. Haque Ave. Columbus, OH 43204 |
| Karl Road | 5590 Karl Road Columbus, OH 43229 |
| Linden | 1990 Jefferson Ave, Columbus, OH 43211 (Temporary Location) 2223 Cleveland Ave. Columbus OH 43211 (2025 Future Location) |
| Barnett | 3227 E. Livingston Ave, Columbus, OH 43227 (Temporary Location) 3434 E. Livingston Ave, Columbus, OH 43227 (2025 Future Location) |
| Marion Franklin | 2740 Lockbourne Rd Columbus, OH 43207 |
| Main Library | 96 S. Grant Avenue Columbus, OH 43215 |
| Martin Luther King | 1467 E. Long Street Columbus, OH 43203 |
| New Albany | 200 Market Street New Albany, OH 43054 |
| Northern Lights | 4093 Cleveland Avenue Columbus, OH 43224 |
| Northside | 1423 N. High Street Columbus, OH 43201 |
| Parsons | 1113 Parsons Avenue Columbus, OH 43206 |
| Reynoldsburg | 1402 Brice Road Reynoldsburg, OH 43068 |
| Shepard | 850 N. Nelson Road Columbus, OH 43219 |
| South High | 3540 S. High Street Columbus, OH 43207 |
| Southeast | 3980 S. Hamilton Road Groveport, OH 43125 |
| Whetstone | 3909 N. High Street Columbus, OH 43214 |
| Whitehall | 4445 E. Broad Street Columbus, OH 43213 |
| Operations Center (Non-Public) | 400 W. Johnstown Rd., Gahanna, OH 43230 |

CML facilities undergo renovations on a regular basis. Sites and equipment may be modified, added, or removed to meet the operational needs of CML. CML will notify the Contractor in writing of site relocations, modifications, additions or removals of services required

Use Cases and Statistics:

Each branch of the Library provides document services in three ways:

1. Customer Copy/Scan/Fax Solutions:

- **Functionality:** Customers and staff can access multifunction devices networked across all library branches for copying, scanning, and faxing documents. These devices are equipped with user-friendly interfaces to ensure ease of use.
- **Payment:** Print jobs can be paid for using a payment device that accepts multiple forms of payment, including credit, coins, and bills. These payment stations are managed and maintained by CML staff to ensure reliability and security.

2. Customer Print Release Stations:

- **Overview:** Customers can send print jobs remotely from library computers or their own devices to any networked printer located in the library system. This service is designed to enhance privacy and flexibility in printing needs.
- **Accessibility:** Each print job is held in a secured queue and released for printing through a station accessed via a library card number, ensuring that documents are printed only when the customer is present to collect them.

3. Staff Printing:

- **Configuration:** Staff members have access to designated networked printers and multifunction devices for all administrative and operational printing needs. These devices are located in areas restricted to staff for secure access to sensitive information.
- **Features:** Staff printers include advanced functions such as secure print release, high-speed printing, and advanced document finishing options to support a variety of library functions.

The Proposer shall provide the best solution most advantageous to the Library, which may or may not match existing inventory counts.

- In general, each branch of the Library has one to two (1 - 2) printer(s) for public use and one (1) multifunction device for staff use.
- Additionally, each administrative department has **at least** one (1) multifunction device for staff use.
- The Library owns two (2) HP LaserJet Plotter devices that will remain in service and are to be included in the Proposer's maintenance and service proposal. The Proposer shall note in the RFP response if they are unable to support these devices.

Average monthly print volumes:

Statistics:

- **Monthly Print Volumes:** Provides an average count of pages printed per month across all devices in the library, segregated between public and staff usage. This data helps in forecasting future needs and assessing current usage patterns. The Avg total of prints per year are ~ 725681 pages.
- **Device Utilization Rates:** Tracks the frequency of use for each type of device, highlighting areas where additional resources might be needed or where reductions can be made. An ongoing report is expected of both print usage and forecasted print usage.
- **Service Calls and Maintenance:** Reports the frequency and nature of maintenance calls for each device, which assists in understanding the reliability of the equipment and planning preventive maintenance schedules. **CML typically receives ~150 service dispatches per year to fix hardware.** It is estimated that this number will be reduced as printers are replaced.

2023 Branch Print Statistics

| Branch Name | Total Pages Total AMV | Mono Pages Total AMV | Color Pages Total AMV |
|------------------------------|-----------------------|----------------------|-----------------------|
| Barnett Branch (Temp Branch) | 12482 | 9478 | 3004 |
| Barnett Branch | 52795 | 46454 | 6339 |
| Canal Winchester Branch | 6563 | 5438 | 1125 |
| Driving Park Branch | 17600 | 14480 | 3119 |
| Dublin Branch | 21408 | 16786 | 4617 |
| Franklinton Branch | 9274 | 7606 | 1666 |
| Gahanna Branch | 34115 | 28421 | 5693 |
| Hilliard Branch | 39467 | 27601 | 11861 |
| Hilltop Branch | 33751 | 27794 | 5954 |
| Karl Road Branch | 55550 | 48429 | 7116 |
| Linden Branch | 17155 | 13486 | 3669 |
| Linden Branch (Temp Branch) | 11117 | 8514 | 2600 |
| Main Library | 63570 | 33667 | 29889 |
| Marion-Franklin Branch | 1907 | 1613 | 293 |
| Martin Luther King Branch | 18975 | 14567 | 4406 |
| New Albany Branch | 18060 | 14782 | 3276 |
| Northern Lights Branch | 50044 | 43049 | 6991 |
| Northside Branch | 15495 | 12771 | 2723 |
| Ops Center | 8317 | 4714 | 3601 |
| Parsons Branch | 25597 | 23071 | 2522 |
| Reynoldsburg Branch | 53764 | 42662 | 11099 |
| Shepard Branch | 19561 | 15980 | 3579 |
| South High Branch | 17778 | 15329 | 2446 |
| Southeast Branch | 38717 | 34441 | 4274 |
| Whetstone Branch | 29599 | 25465 | 4133 |
| Whitehall Branch | 53020 | 39055 | 13964 |

Appendix B

CML #24-025 Managed Print RFP

Cost Proposal Form

The proposal price form spreadsheet can be found as a separate link located under the link to this RFP on the CML website page “Doing Business With Us.” Please check all tabs to gather and insert the required information.

CML requests a detailed quote for Managed Print Services at the twenty-four locations listed in this RFP. Please complete the Price Form released with this RFP with all the details for each location (i.e. one form plus a detailed bill of materials for each location).

If bidding on lease and purchase options (Scenario I and Scenario II), you will need to include a Cost Proposal Form for each proposal.

*Include a detailed bill of materials listing all components and cost for a Managed Print solution per location (e.g., toner item cost and markup cost, hardware model numbers, parts support, etc.).

Appendix C

CML #24-025 Managed Print RFP Supplier Diversity Form

The CML “Supplier Diversity Form” is on our website, Doing Business With Us:
<https://www.columbuslibrary.org/doing-business/>.

Appendix D

CML #24-025 Managed Print RFP Acknowledgment of Addenda

Project Description: Managed Print Service, Configuration and Installation for all twenty-four CML locations.

Instructions: The respondent is to complete Part I or Part II of this form, whichever is applicable, and sign and date this form. This form serves as the respondent's acknowledgment of the receipt of the Addenda to this solicitation which may have been issued by the CML prior to the Proposal Due Date and Time.

Part I: Check Box if Applicable:

Listed below are the dates of issue for each Addendum received in connection with this solicitation.

Addendum # 1, dated: ___/___/___ Addendum # 2, dated: ___/___/___

Addendum # 3, dated: ___/___/___ Addendum # 4, dated: ___/___/___

Addendum # 5, dated: ___/___/___ Addendum # 6, dated: ___/___/___

Part II: Check Box if Applicable: NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS COMPETITIVE SEALED PROPOSAL.

NOTE: THE PROPOSER MUST SIGN AND COMPLETE THIS FORM

Company Name: _____

Authorized Representative:

Name: _____

Signature: _____

Title: _____

Date: _____

Appendix E

CML #24-025 Managed Print Services RFP Evaluation Matrix

| <u>Responsiveness Criteria</u> | <u>Criteria Weight</u> | <u>Score (0-5)</u> | <u>Extended Score</u> |
|--|------------------------|--------------------|-----------------------|
| Technical Evaluation (80%) | | | |
| 1. Quality and comprehensiveness of the Contractor's response (10%) | 20 | | |
| 2. Quality and comprehensiveness of the Contractor's work plan and ongoing service delivery. (30%) | 60 | | |
| 3. Review of the contractor's staffing plan and project team (20%) | 40 | | |
| 4. Review of experience on projects of similar size and scope (20%) | 40 | | |
| | | | |
| Criteria Weight | 800 | | |
| Weighted Technical Score | | | |
| | | | |
| Cost Evaluation (20%) | | | |
| Criteria Weight | 200 | | |
| Weighted Cost Score | | | |
| | | | |
| Total Composite Score (Weighted Technical Score + Weighted Cost Score) | | | |

Criteria Weight x Score = Extended Score

Members of the evaluation committee will apply the scoring formula outlined here:

| | | |
|-----------|----------------|--|
| Zero (0) | Unsatisfactory | Does not conform to requirements. |
| One (1) | Poor | Conforms to requirements in a limited manner. |
| Two (2) | Satisfactory | Generally meets requirements with limitations. |
| Three (3) | Good | Meets requirements as written. |
| Four (4) | Excellent | Meets and generally exceeds requirements as written. |
| Five (5) | Outstanding | Exceeds requirements in all aspects. |