



**REQUEST FOR PROPOSAL**  
**RFP #DPL-CL-1907**

**Furnish: Print Management Services - OEM  
Cartridge, Toner and Maintenance Services for  
Detroit Public Library for a  
Two Year Period with One (1) One-Year Renewal  
Option**

**Issued: December 6, 2018**  
**Due Date: December 19, 2018 at 2:00 p.m.**

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## **RFP #DPL-CL-1907**

### **Print Management Services - OEM Cartridge, Toner and Maintenance Services for Detroit Public Library for a Two Year Period with One (1) One-Year Renewal Option**

#### **I. INTRODUCTION**

The Detroit Public Library (hence forth noted as DPL) is seeking sealed written proposals from qualified firms to provide Print Management Services for a Two-Year Period with One (1) One-Year Renewal Option. The services shall include OEM Cartridge, Toner and Maintenance Services for all Detroit Public Library Branches and Departments.

This Request for Proposal, and any subsequent addenda, is being issued by the Purchasing Department and this department is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in the RFP. The Procurement Department is the only office authorized to modify, change, and clarify the requirements of this RFP and any contract awarded as a result.

#### **II. INSTRUCTIONS**

1. Firms responding to this Request for Proposal shall submit their proposals in the overall format as outlined.
2. All questions shall be submitted, in writing, as follows:

Christina Ladson, Purchasing Manager  
[cladson@detroitpubliclibrary.org](mailto:cladson@detroitpubliclibrary.org)

Questions are due on or before 4:00 p.m. on December 10, 2018. Responses to the questions submitted by the deadline will be distributed at the pre-proposal conference, as well as posted on the DPL and MITN website.

3. There will be a Pre-Proposal conference held at 10:00 a.m. on December 12, 2018 at:

Detroit Public Library  
5201 Woodward Avenue  
Administrative Offices-2<sup>nd</sup> Floor  
Detroit, MI 48202

All firms are strongly encouraged to attend the pre-proposal conference.  
Please complete the RSVP form and email it to: [cladson@detroitpubliclibrary.org](mailto:cladson@detroitpubliclibrary.org).



**Please note:** The Library is closed to patrons on Monday however, the business offices are open. Access to the building when the main entrances are closed is through the Staff Entrance on Putnam Street.

Firms shall submit one original and three (3) copies in a sealed package or envelope to the following address:

Detroit Public Library  
Purchasing Department  
5201 Woodward Avenue  
Detroit, MI 48202

Bid Due Date/Time: December 19, 2018  
2:00 p.m., Local Time

No telephone, electronic, or facsimile proposals will be considered.

To facilitate distribution and evaluation, the proposals shall be single-sided black and white copies. The response shall include all information specified and required pricing sheets.

4. Proposals shall be submitted in a sealed package, clearly listing the following information on the outside:

Title: RFP #DPL-CL-1907 – Print Management Services - OEM Cartridge, Toner and Maintenance Service for Detroit Public Library

- Due Date: December 19, 2018
- Company's Name And Address

5. **Late Proposals will not be accepted or considered.** It is the responsibility of the proposer to ensure that the proposal arrives at the Detroit Public Library's Purchasing Department prior to the date and time indicated. Telephone quotes will not be accepted and proposals submitted electronically are not acceptable. Proposals must be sent by mail or hand delivered, allowing sufficient delivery time to ensure receipt in the Purchasing Department by the deadline specified. Time and date validation shall occur in the Purchasing Department. All proposals received after the deadline will not be accepted and will be returned to the proposer unopened.
6. SUPPLIER CHANGES OR ALTERATIONS TO PROPOSAL DOCUMENTS INCLUDING SCOPE OF WORK MAY RESULT IN A PROPOSAL BEING CONSIDERED NON-RESPONSIVE. The only authorized supplier changes to a proposal document will be in the areas provided for a proposer's response, including



the "Exceptions" section of the proposal. If a change or alteration to the documents is undetected and the proposer is awarded a contract, the original terms, conditions, and specifications in the Authorized Version of the proposal document will be applicable during the term of the contract. The Detroit Public Library shall accept NO CHANGES to the proposal document made by the Supplier unless those changes are set out in the "Exceptions" provision of the Authorized Version of the proposal document. It is the Supplier's responsibility

to acquire knowledge of any changes, modifications or additions to the Authorized Version of the proposal document. Any Supplier who submits a proposal and later claims it had no knowledge of any changes, modifications or additions made by the Detroit Public Library to the Authorized Version of the proposal document, shall be bound by the proposal, including any changes, modifications or additions to the Authorized Version. If a proposal is awarded to a Supplier who claims that it had no knowledge of the changes, modifications or additions made by the Detroit Public Library to the Authorized Version of the proposal, and that Supplier fails to accept the proposal award, the Detroit Public Library may pursue costs and expenses to re-solicit the requirements.

The Authorized Version of the proposal document shall be that proposal document appearing on the Detroit Public Library or MITN website with any amendments and updates. The official proposal documents may be obtained from the Detroit Public Library's website, [www.Detroitpubliclibrary.org](http://www.Detroitpubliclibrary.org) or through the Michigan Intergovernmental Trade Network (MITN) website, [www.bidnetdirect.com/MITN](http://www.bidnetdirect.com/MITN). Copies of proposal documents obtained from any other source are not considered official copies. Only those suppliers who obtain proposal documents from either the Library's website or the MITN website are guaranteed access to receive any addenda, if such information is issued. If you obtained this document from a source other than the sources indicated, it is recommended that you register on the MITN website, [www.bidnetdirect.com](http://www.bidnetdirect.com).

8. Proposals shall be dated and signed by a duly authorized partner or corporate officer, with that person's name and title clearly identified. No proposal shall be withdrawn for ninety (90) days from submission deadline unless otherwise stated in the proposal document.



9. The Detroit Public Library reserves the right to:

- Reject any and all proposals received as a result of this RFP
- Waive or decline to waive any informalities and any irregularities in any proposal received

This RFP does not commit DPL to award a contract. DPL will not pay proposers for any costs associated with preparing responses to this RFP. DPL reserves the right to accept or reject any or all Proposals received as a result of this request, to negotiate with qualified proposers, to award a contract without discussions/interviews or to cancel in part or in its entirety this RFP if it is in the best interests of DPL to do so. The selected supplier will be required to assume responsibility for all goods and services offered in the proposal, whether or not the proposer produces them. Further, the selected supplier shall be the sole point of contact and responsibility with regard to all matters, including payment of any and all charges resulting from the contract.

10. All proposals and other materials submitted shall become the property of the Detroit Public Library.
11. All changes in the RFP documents shall be through written addendum and furnished to all proposers. Verbal information obtained otherwise will not be considered in awarding of the proposal. Addenda and updates will ***NOT*** be sent directly to suppliers. It is recommended that participating suppliers check the websites ([www.Detroitpubliclibrary.org](http://www.Detroitpubliclibrary.org) and [www.bidnetdirect.com](http://www.bidnetdirect.com)) daily for addenda and updates after release date. Suppliers shall print out, sign, and return addenda acknowledgement(s) with their proposal response. Failure to do so may be grounds for rejection.
12. Any questions concerning this RFP shall be submitted, in writing to:

Christina Ladson, Purchasing Manager  
Detroit Public Library  
5201 Woodward Avenue  
Detroit, MI 48202  
Email: [Cladson@detroitpubliclibrary.org](mailto:Cladson@detroitpubliclibrary.org)

### **III. BACKGROUND INFORMATION**

The Detroit Public Library system includes a Main Library and 22 branch libraries, serving an active customer population of approximately 700,000. DPL has approximately 81 HP printers in functioning use and manufactured by various companies. The Information Systems Department looks to streamline its maintenance and repair on printer in use. DPL is seeking proposals from qualified vendors, which serves the needs of the Library.

The services will include:

- Online ordering of toners and supplies
- Repairs by qualified, certified technicians
- Maximum of 4-hour response time on service calls
- Process for adding and/or deleting printers to inventory of serviceable printers

### **IV. QUALIFICATIONS**

This is a Request for Proposal (RFP) issued by the Detroit Public Library seeking qualified firms to provide Print Management Services, including OEM Cartridges and Toner and Maintenance and Repair Service.

DPL wants to provide a uniform distribution of information to firms and conduct a fair selection process. We ask that you please follow these instructions carefully. Any submittal that does not meet the requirements set forth in this document and any addenda will not be considered by the Selection Committee.

The Detroit Public Library reserves the right to reject any or all proposals and to waive irregularities or informalities as may be deemed in the best interest of the Library. It is the intent to award this RFP to the highest ranked proposal, meeting the outlined Scope of Work and the following minimum qualifications:

1. Proposer shall have a minimum of five (5) years' experience providing the services of a similar size and scope as the Library.
2. Proposers shall provide three references for the services outlined in this RFP. These services should have been provided within the past three (3) years.

REFERENCE #1	
COMPANY NAME	
CONTACT PERSON	
ADDRESS	
PHONE NUMBER	
EMAIL	
YEARS OF EXPERIENCE	

REFERENCE #2	
COMPANY NAME	
CONTACT PERSON	
ADDRESS	
PHONE NUMBER	
EMAIL ADDRESS	
YEARS OF SERVICE	

REFERENCE #3	
COMPANY NAME	
CONTACT PERSON	
ADDRESS	
PHONE NUMBER	
EMAIL ADDRESS	
YEARS OF SERVICE	



## **V. SCOPE OF SERVICES**

The Detroit Public Library is seeking proposals for Print Management Services. It shall be the responsibility of the successful vendor to perform preventative maintenance and services for all DPL printers. Ongoing service and maintenance shall be performed on an as-needed basis. DPL prefers that all components used in the repair of printers be OEM parts however, non-OEM standard parts may be used upon prior approval of DPL, acting through the Information Systems Department. Service shall be provided:

- Within 4-hours from requests (not including holidays)
- By qualified, trained technicians

The vendor shall only provide repair to those printers where the repair costs do not exceed the cost of replacing the printer. Printers five (5) years or older and those printers deemed beyond repair will be replaced by DPL. However, please specify in your proposal if your company offers a loaner program for printers deemed beyond repair.

In addition to maintenance and service, the vendor shall provide toner and ink cartridges for the printers covered under the contract. The successful bidder shall offer a toner replacement program with pricing for each printer. Toner and ink cartridges shall be:

- Cartridges and toner shall be OEM toner or approved non-OEM equals
- Delivered by the end of the next business day for those orders received by noon
- Securely packaged so as to protect from damage during shipping and handling. A packing list shall accompany each shipment and shall indicate the PO number, an and address of the receiving Branch or Department

## **VI. REQUIRED PROPOSAL CONTENT**

### **GENERAL SUBMITTAL REQUIREMENTS:**

*Proposal Format and Content:* Each proposal should be prepared simply and economically. Please include with your response:

1. Description of your Toner Replacement program
2. Warranty offered on labor/parts
3. Process for warranty claims
4. Description of printer loaner program (if applicable)
5. Identify process for adding, deleting printers to service contract
6. Identify your proposed maintenance and service plan, including response time and contact information
7. Identify any software, firmware or hardware which is required to be installed or implemented

## **VII. EVALUATION CRITERIA**

All proposals timely received will be evaluated by an Evaluation Committee comprised, at a minimum, of Library representatives from at least three different departments. All proposals will first be evaluated for responsiveness to the Scope of Work and then responsibility. All responsive and responsible proposals will be evaluated on the following criteria, which are listed in descending order of importance:

- a) Cost
- b) Proposed
- c) Experience and Qualifications

## **VIII. SELECTION PROCESS**

Proposals will be evaluated by the Selection Committee based upon the evaluation criteria stated above. DPL will select for any award the highest ranked proposal from a responsible proposer, which does not result in a financially infeasible procurement and is judged to be the most advantageous to DPL based upon consideration of the scope of services and the evaluation criteria.

The evaluation committee will review the proposals for the following:

- A proposer has followed the instructions of the RFP and included sufficient detailed information to allow for evaluation
- Proposed price does not result in financially infeasible procurement
- Proof of required experience, favorable references and necessary tools and equipment to provide the requested services.

Please note that no information, financial or otherwise, will be provided to any proposer about any of the proposals from other proposers during the evaluation period.

DPL reserves the right to select proposals that fall into the competitive range. Further, DPL reserves the right to award a contract(s) without conducting further interview or negotiations.

The Evaluation Committee will recommend contract award/acceptance of a proposal to the Detroit Public Library Commission. Upon acceptance of a recommendation, contract awards will be made by the Detroit Public Library Commission.

### **Shortlisting**

The Library may shortlist the Proposers based upon responses to the above items. If necessary, the Library may request presentations from proposers on this shortlist. The Library will notify each Proposer on the shortlist, if such presentation is required. These presentations will provide an opportunity for the Proposers to respond to questions posed by the Evaluation Committee and to clarify their proposals through exhibition and discussion. The Library will not reimburse oral presentations or any other costs of any Proposer.

**Prices**

Prices are to be held firm for duration of the initial year of this agreement.

Please indicate pricing for the subsequent years:

\_\_\_\_\_ (%) Increase – 2<sup>nd</sup> Year Period

\_\_\_\_\_ (%) Increase – 3<sup>rd</sup> Year Period

**Award**

The Detroit Public Library anticipates one award of this contract to the highest ranked proposal. The recommended contract will be submitted to the Detroit Public Library Commission for approval. It is anticipated that the services will begin upon Commission approval and after receipt of correct insurance and bonds.

If awarded a contract, the supplier agrees to fully complete the work in accordance with the Scope of Work. Past performance and experience may be factors in making this award.

**Payment Terms**

The Detroit Public Library's payment terms are Net 45 Days. Payment will not be authorized until a final inspection has been completed. Additionally, all invoices shall be submitted electronically to [accountspayable@detroitpubliclibrary.org](mailto:accountspayable@detroitpubliclibrary.org). All invoices shall be clearly legible and contain the following information:

1. Company Name, Address and Phone Number
2. Unique Invoice Number
3. Accurate Item Description
4. Quantity
5. Unit Price
6. Net total cost, after any applied discount
7. Purchase Order Number
8. Date and Location of Delivery

It is the responsibility of the successful bidder to submit a properly completed invoice. Failure to submit a proper invoice will result in delay of payment.

**Performance Bond**

The successful proposer shall furnish a corporate surety bond in an amount equal to 100% of the Contract payment amount, as security for the faithful performance of the Contract upon receipt of Detroit Public Library Purchase Order.



## SIGNATURE PAGE

Prices quoted shall remain firm for 90 days or bid award whichever comes first, except the successful bidder(s), whose prices shall remain firm for the entire contract period. The contract shall commence on date of award.

NOTE: The undersigned has checked the bid figures carefully and understands that he/she shall be responsible for any error or omission in this bid offer and is in receipt of all addenda as issued.

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
*City State Zip*

TAX ID: \_\_\_\_\_

TELEPHONE NUMBER: (\_\_\_\_) \_\_\_\_\_ FAX NUMBER: (\_\_\_\_) \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

PAYMENT TERMS: \_\_\_\_\_

### ACKNOWLEDGEMENT:

I, \_\_\_\_\_, certify that I have read the INSTRUCTION TO BIDDERS and that the bid proposal documents contained herein were obtained directly from the Detroit Public Library or MITN website, [www.bidnetdirect.com](http://www.bidnetdirect.com), and is an official copy of the Authorized Version.

COMPANY REPRESENTATIVE'S NAME:

\_\_\_\_\_  
(Print)

SIGNATURE OF AUTHORIZED COMPANY REPRESENTATIVE:

\_\_\_\_\_  
(Signature) (Date)

## **APPENDIX A**

### **Certificate of Insurance**

- I. The Detroit Public Library has specific certificate of insurance requirements. The Contractor shall maintain at its expense during the term of this contract, the following insurance:
  - A. Worker's Compensation insurance with Michigan statutory limits and Employer's Liability insurance with minimum limits of \$500,000.00 each accident, \$500,000.00 each disease, \$500,000.00 each disease/each employee.
  - B. Commercial General Liability insurance with a combined single limits of \$1,000,000.00 per occurrence subject to a minimum aggregate limit of \$2,000,000.00
  - C. Automobile Liability insurance covering all owned, hired and non-owned vehicles with personal protection insurance and property protection insurance to comply with the provisions of the Michigan No-Fault Insurance Act, including residual liability insurance with a minimum combined single limit of \$1,000,000.00. Include MCS90 endorsement (if hazardous waste will be transported by supplier's auto) with minimum property damage limits of \$1,000,000.00 each occurrence.
- II. If during the term of this contract, changed conditions or other pertinent factors, should in the reasonable judgment of the Detroit Public Library, render inadequate the insurance limits, the Contractor will furnish on demand such additional coverage as may reasonably be required under the circumstances. All such insurance shall be affected at the contractor's expense, under valid and enforceable policies.
- III. All policies shall name the Contractor as the insured and shall be accompanied by a commitment from the insurer that such policies shall not be canceled or reduced without at least thirty (30) days prior notice to the Detroit Public Library. The Commercial General Liability insurance policy shall name the Detroit Public Library as an additional insured. Certificates of insurance evidencing such coverage shall be submitted to the Business Office, Purchasing Department, prior to the commencement of performance under this contract and at least fifteen (15) days prior to the expiration dates.



**APPENDIX B**  
**NON-COLLUSION AFFIDAVIT**

RFP Number: \_\_\_\_\_ RFP Description: \_\_\_\_\_

I state that I am \_\_\_\_\_ of \_\_\_\_\_  
(Title) (Name of Firm)

and that I am authorized to make this affidavit on behalf of my Firm, its Owner, Directors, and Officers.  
I am the person responsible in my firm for the price(s) and the amount of the bid.

I state that:

1. The price(s) and the amounts of this bid have been arrived at independently and without consultation, communication or agreement with any other contractor, bidder or potential bidder.
2. Neither the price(s) nor the amount of the bid, and either the approximate price(s) or the approximate amount of the bid, have been disclosed to any other firm or person who is a bidder or potential bidder, and they will not be disclosed before the bid opening.
3. No attempt has been made or will be made to induce any firm or person to refrain from bidding on this contract, or to submit a bid higher than this bid, or to submit any intentionally high or noncompetitive or other form of complementary bid.
4. The bid of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or noncompetitive bid.
5. \_\_\_\_\_, its affiliates, subsidiaries, officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF PERSON SUBMITTING BID

\_\_\_\_\_  
BID NOTARY'S SIGNATURE

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ in and for  
\_\_\_\_\_ County.

My commission expires: \_\_\_\_\_



## **CURRENT EQUIPMENT LIST**

### **Printers @ DPL Locations**

The following list represents the printers on hand at various DPL locations. It is the successful vendor's responsibility to complete an inventory of the equipment.

HP 4000 Series - 16

HP 5000 Series – 18

HP M600 Series – 28

HP452 Series – 10

Various Models - 18



## RSVP FORM

The Pre-Proposal Conference is scheduled for December 12, 2018 @ 10:00 a.m.

Please complete the following information to ensure your participation in the conference:

Company: \_\_\_\_\_

Contact: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Please return the form via email to: [cladson@detroitpubliclibrary.org](mailto:cladson@detroitpubliclibrary.org)