

REQUEST FOR PROPOSAL (RFP)

RFP #:	RFP-FH-11-12-1656
ITEM:	COPIER AND PRINTER MANAGEMENT
RFP OPENING:	10:00 a.m. E.S.T, Wednesday, January 11, 2012
MANDATORY PRE-BID MEETING:	2:00 p.m. E.S.T, Monday, December 19, 2011(see page 12)
QUESTIONS:	2:00 p.m. E.S.T, Wednesday, December 21, 2011. Questions regarding this request for proposal should be addressed in writing to Michael Lasley @ mlasley@fhgov.com 248-871-2425. Responses to all questions will be issued as an addendum.

1. SUBMISSION AND RECEIPT OF PROPOSAL

Proposals to receive consideration shall be received prior to the specified time of opening as designated on the bid form. **NO LATE PROPOSALS WILL BE ACCEPTED.** The City reserves the right to postpone the opening for its own convenience. Bidders shall use the proposal documents furnished as none other may be accepted. Proposals are considered received when in the possession of the Farmington Hills City Clerk. All proposals shall be labeled with the RFP number, item, as well as the aforementioned deadline date/time and the vendor name and address on the outside of the envelope. Proposals shall be sealed when submitted. Separate proposals shall be submitted on each proposal number and shall be typewritten or written in ink and legibly prepared. Proposals having any erasures or corrections thereon may be rejected unless explained or initialed by the bidder. **If you are submitting a “No Bid”, do not follow the above directions but send a letter to the Purchasing Division indicating a “No Bid.** Proposals shall be mailed or delivered to City of Farmington Hills, City Clerk’s Office, 31555 Eleven Mile Road, Farmington Hills, MI 48336-1165 **before** the stated deadline. **No faxed or electronic proposals will be accepted.**

2. RESPONSIVE PROPOSALS

All pages and the information requested herein shall be furnished completely in compliance with instructions. The manner and format of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Unless otherwise specified, the City reserves the right to accept any item in the proposal. Bidders may submit proposals on any item or group of items, provided however, that the unit prices are shown as required. Accordingly, the City reserves the right to declare as non-responsive, and reject any incomplete proposal if material information requested is not furnished, or where indirect or incomplete answers or information is provided. Alterations to the written requirements will negate any response. The City of Farmington Hills promotes “green” technologies and the reduction of waste. When possible, your response should be double sided to reduce paper usage. Other factors including source of supply may be used in award recommendations

3. OFFICIAL DOCUMENTS

The City of Farmington Hills shall accept **NO CHANGES** to the proposal document made by the Vendor unless those changes are set out in the “Exceptions” provision of the Authorized Version of the proposal document. It is Vendor’s responsibility to acquire knowledge of any change, modifications or additions to the Authorized Version of the proposal document. Any Vendor who submits a proposal and later claims it had no knowledge of any change, modifications or additions made by the City of Farmington Hills 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 Vendor who claims that it had no knowledge of changes, modifications or additions made by the City of Farmington Hills to the Authorized Version of the proposal, and that Vendor fails to accept the award, the City of Farmington Hills may pursue costs and expenses to re-bid the item from that Vendor. The Authorized Version of the bid document shall be that document appearing on the MITN with amendments and updates.

The City of Farmington Hills officially distributes bid documents from the Purchasing Division or through the Michigan Intergovernmental Trade Network (MITN). **Copies of documents obtained from any other source are not considered official copies.** Only those vendors who obtain documents from either the Purchasing Division or the MITN system is guaranteed access to receive addendum information, if such information is issued.

If you obtained this document from a source other than MITN, it is recommended that you register on the MITN site, www.mitn.info and obtain an official copy and any addenda.

4. INTERPRETATION OF PROPOSAL AND/OR CONTRACT DOCUMENTS

Any interpretation to a bidder regarding the Proposal and/or Contract Documents or any part thereof is valid only if given by the City's Purchasing Division staff. Any information given by departmental contacts is unofficial. Interpretations may or may not be given orally (may be written) dependent upon the nature of the inquiry. Interpretations that could affect other bidders will be in writing and issued by the Purchasing Division. All inquiries shall be made within reasonable time prior to the stated deadline in order that a written response in the form of an addendum, if required, can be processed before bids are opened. Inquiries received that are not made in a timely fashion may or may not be considered.

5. CHANGES AND ADDENDA TO PROPOSAL DOCUMENTS

Each change or addendum issued in relation to this proposal will be on file in the Purchasing Division. It shall be the bidder's responsibility to make inquiry as to the changes or addenda issued. All such changes or addenda shall become part of the contract and all bidders shall be bound by such changes or addenda.

6. SPECIFICATIONS

Unless otherwise stated by bidder, the proposal will be considered as being in strict accordance with the City's applicable standard specifications, and any special specifications outlined in the document. Reference to a particular trade name, manufacturer's catalogue, or model number are made for descriptive purposes to guide the bidder in interpreting the requirements of the City, and should not be construed as excluding bids on other types or materials, equipment and supplies unless otherwise stated. However, the bidder, if awarded the contract, will be required to furnish the particular item referred to in the specifications or description unless departure or substitution is clearly noted and described in the proposal. The City reserves the right to determine if equipment/product or service being bid is equal to the specified equipment/product or service requested.

7. ALTERNATES

Bidders are cautioned that any alternate proposal, unless requested by Purchasing, or any changes, insertions, or omissions to the terms and conditions, specifications, or any other requirements of this proposal, may be considered non-responsive, and at the opinion of the City, may result in rejection of the proposal.

8. PRICING

Prices shall be stated in units of quantity specified in the Document. In case of a discrepancy in computing the amount of the bid, the unit price will govern.

9. QUANTITIES

All quantities stated, unless indicated otherwise are estimates and the City reserves the right to increase or decrease the quantity at the unit price bid as best fits its needs.

10. DELIVERY

Proposals shall include all charges for delivery, packing, crating, etc., unless otherwise stated in the bid document. All deliveries will be FOB: Delivered. General delivery hours are 8:30 a.m. to 3 p.m. Monday-Friday.

11. TAXES, TERMS AND CONDITIONS

The City of Farmington Hills is exempt from Federal Excise and State Sales Tax. Please review The State of Michigan's REVENUE ADMINISTRATIVE BULLETIN 1999 – 2 for clarification <http://www.treas.state.mi.us/lawrules/rabs/1999/rab9902.htm> The City's tax number is 38-6006902. Payment terms are Net 30 days upon receipt and acceptance. Cooperative members will provide their tax-exempt status if required by the awarded vendor

12. AWARD

The bid will be awarded to that responsible, responsive bidder whose proposal, conforming to this solicitation, will be most advantageous to the City, price and other factors considered. The City reserves the right to accept or reject any or all proposal, in part or whole and to waive informalities and minor irregularities in bids received. Unless otherwise specified in the document the City reserves the right to accept any item in the proposal on an individual basis. Bidders may submit proposals on any item or groups of items provided unit prices are clearly shown and a notation is made on the document clearly indicating Bidder's intent.

13. WITHDRAWAL OF PROPOSAL

Proposals may be withdrawn in person by a bidder, or authorized representative, provided their identity is made known and a receipt is signed for the proposal, but only if the withdrawal is made prior to the stated proposal deadline. No proposal may be withdrawn for at least 90 days after proposal opening except the successful company whose prices shall remain firm for the entire contract period. In case of error by the bidder in making up a proposal, the Purchasing Division staff may, by discretion, reject such a proposal upon presentation of a letter by the Bidder which sets forth the error, the cause thereof, and sufficient evidence to substantiate the claim.

14. DEFAULT CONDITIONS

In case of default by the contractor, the City of Farmington Hills may procure the articles or services from other sources and hold the bidder responsible for any excess cost occasioned thereby. In case of error by the bidder relating to a Contract, the Purchasing Division may, by discretion, upon presentation of a written explanation by the bidder substantiating the error, reject the Contract and award to the next qualified bidder; such error may be subject to default conditions.

15. INFRINGEMENTS AND INDEMNIFICATIONS

The bidder, if awarded a contract, agrees to protect, defend, and save the City and the cooperative members listed herein, its officials, employees, departments and agents harmless against; any demand for payment for the use of any patented material, process, or device that may enter into the manufacture, construction, or from a part of the work covered by either order or contract; and from suits or a charge of every nature and description brought against if for, or on account of, any injuries or damages received or sustained by the parties by or from any of the facts of the contractor, the contractor's employees, or agents; from all liability claims, demands, judgments and expenses to persons or property occasioned, wholly, or in part, by the acts or omissions of the bidder, contractor, agents or employee.

16. CITY POLICY ON SMOKING

The bidder, if awarded a contract, agrees to follow the City of Farmington Hills Smoking Policy which states: "The City of Farmington Hills is dedicated to providing a healthy, smoke free work place for employees, residents and visitors." To that end; smoking is prohibited in all municipal buildings, in all municipal owned, leased or rented vehicles and within twenty five (25) feet from any municipal building entrance, outdoor air intakes and operable windows. Smoking is permitted in outside designated smoking areas or in personal vehicles. Smokers are responsible for properly disposing of all smoking related litter, which includes cigarette and cigar butts, tobacco, etc. Disposal of any smoking litter is not permitted on City property except in the provided receptacles

17. INSURANCE (REQUIRED FOR WORK ON OR WITHIN CITY PROPERTY/FACILITIES)

The contractor, and any and all of their subcontractors, shall not commence work for the City of Farmington Hills under any agreement until they have obtained the insurance required under this paragraph. All coverage's shall be with insurance carriers acceptable to the City of Farmington Hills. Please note the City uses the A.M Best Company Carrier Rating System to verify insurance carrier standing (www.ambest.com). Acceptable carriers must be an A (-) VII or higher to be qualified.

- 17.1. Workers' Compensation Insurance-**The contractor shall procure and maintain during the life of this contract, Worker's Compensation Insurance, including Employers' Liability Coverage, in accordance with all applicable statutes if the State of Michigan.
- 17.2. General Liability** -The contractor shall procure and maintain during the life of this contract, Commercial General Liability Insurance on an "Occurrence Basis" with limits no less than **\$1,000,000.00** per occurrence and aggregate project. Coverage shall include the following extensions (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractor Coverage; (D) Broad Form General Liability Extensions or equivalent, if not already included: Deletion of all Explosion, Collapse, and Underground (XCU) Exclusions(if applicable).
- 17.3. Motor Vehicle Liability-**The contractor shall procure & maintain during the life of the contract Motor Vehicle Liability Insurance, including Michigan No-Fault Coverage, with limits of liability not less than \$1,000,000.00 per occurrence combined single limit for Bodily Injury and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles and all hired vehicles.
- 17.4. Additional Insured-** All insurance as described above shall include an endorsement stating the following shall be ADDITIONAL INSUREDS: The City of Farmington Hills, all elected and appointed officials, all employees and volunteers. All boards & commissions and/or authorities and board members, including employees and volunteers thereof. It is understood and agreed by naming The City of Farmington Hills as additional insured, coverage afforded is considered primary and any other insurance the City may have in effect shall be secondary and/or excess.
- 17.5. Cancellation Notice-** All Insurance listed above shall be endorsed "Thirty days advanced written notice of cancellation/reduction material change will be provided"
- 17.6. Proof of Insurance coverage-** An ACORD form outlining insurance coverage is required prior to commencement of work. All documents will be forwarded to the City of Farmington Hills, Purchasing Division, 31555 Eleven Mile Road, Farmington Hills, MI 48336-1165.

18. GENERAL INFORMATION

The City is soliciting proposals to furnish all equipment, supplies, and service required to provide and maintain digital photocopier services or multifunction printer and printers, throughout City facilities.

The service provider shall be responsible for all costs associated with any contract resulting from this RFP. The service provider shall be fully responsible for the total copier service including service, repair, maintenance, parts and toner/ink supplies and return of equipment at end of lease should the City elect to purchase the device.

It is required by the City that the successful service provider provide all new Energy Star qualified, digital, network ready print devices with the ability to monitor electronically. The City has its own fleet of networked printers that may be assumed by the successful vendor. The goal of this initiative is to effectively support the MFP functionality on the City network. Any opportunities to improve support of existing printers, faxes and individual scanners should be included. The City utilizes LaserFiche as its Enterprise Document Imaging System and will continue to do so.

The service provider must determine the best possible mix of equipment that will maximize service. The successful vendor should offer a full range of copiers and printers to meet the needs of various departments.

19. CURRENT CONDITION

At contract implementation, the City has copiers located in multiple buildings. These copiers vary between low to mid volume machines up through fully featured, high volume, networked digital machines.

One vendor currently manages the fleet of 33 copiers at this time. Some devices are networked; some are not.

The following is the current copier inventory;

Location	Make/ model	ID #	S/N	Address	Install date	Avg. Mt. Use
Assessing	c353	68873	10014426	31555 Eleven Mile, FH, 48336	2/25/2009	B-9110 C-4140
Building	7135N fax	54354	26YE06247	31555 Eleven Mile, FH, 48336	12/22/2003	4642
City Clerk	501		A0R5011011169	31555 Eleven Mile, FH, 48336	5/17/2010	9053
City Hall- Mailroom	c450	61728	311803298	31555 Eleven Mile, FH, 48336	10/27/2006	B-4369 C-3460
Finance/AP	500	61987	50GE04561	31555 Eleven Mile, FH, 48336	10/26/2006	6304
City Mgr	350	61858	31113387	31555 Eleven Mile, FH, 48336	10/26/2006	943
DPCD/Zoning	7145	56088	40LE07568	31555 Eleven Mile, FH, 48336	12/22/2003	1371
DPS	7020	52015	26NE22545	31555 Eleven Mile, FH, 48336	10/24/2006	92
DPW	350	61858	31138755	27245 Halsted, FH 48331	2/23/2009	1439
DPW	c352	61726	311704013	27245 Halsted, FH 48331	10/27/2006	B-1093 C-1327
Engineering	7145	55380	40LE08828	31555 Eleven Mile, FH, 48336	12/22/2003	2168
FHGC	161f	64556	50006293	37777 Eleven Mile, FH 48336	4/11/2007	431
Central Services	500	61901	50GE04226	31555 Eleven Mile, FH, 48336	10/27/2006	1745
Fire	c550	68874	10011763	31455 Eleven Mile, FH, 48336	2/25/2009	B-12501 C-1209
Human Res.	350	61892	31116215	31555 Eleven Mile, FH, 48336	10/27/2006	2495
Police- Adm	c450	61931	311803284	31655 Eleven Mile, FH 48336	10/26/2006	B-4803 C-2959
Police-Comm	250	61890	31110073	31655 Eleven Mile, FH 48336	10/26/2006	
Police-CP	350	61889	31116361	31655 Eleven Mile, FH 48336	10/26/2006	2332
Police-DB	750	61826	57AE02474	31655 Eleven Mile, FH 48336	10/26/2006	5156
Police-Frt Desk	282	70666	11004196	31655 Eleven Mile, FH 48336	11/19/2009	2087
Police-Oper	c550	68930	10011473	31655 Eleven Mile, FH 48336	2/25/2009	B-4113 C-1566
Police-REC	750	61612	57AE02308	31655 Eleven Mile, FH 48336	10/26/2006	8242
Parks/Golf	250	61859	31111816	38111 Interchange, FH 48335	10/27/2006	1304
Spec Svcs	c451	65998	10006028	28600 Eleven Mile, FH 48336	1/14/2008	B-791 C-7352
Spec Svcs-	250	61989	31110171	28600 Eleven Mile, FH 48336	10/27/2006	1880

Location	Make/model	ID #	S/N	Address	Install date	Avg. Mt. Use
Adm						
Spec Svc-Frt Ofc	601	68944	11000434	28600 Eleven Mile, FH, 48334	10/23/2009	16231
Special Svc	350	61725	31111917	28600 Eleven Mile, FH 48336	10/27/2006	4409
Ice Arena	7145	51842	40LE00305	35500 8 Mile, FH, 48336	12/23/2002	2830
Treasury	7045N	49668	55YE05414	31555 Eleven Mile, FH, 48336	10/24/2006	73
Longacre	7020	50082	26NE04085	24705 Farmington Rd, FH 48336	3/31/2004	378
District Ct-Mailroom	420	61806	42GE02244	31605 Eleven Mile, FH, 48336	9/29/2006	4166
District Ct-Copy Rm	c352	61681	311704070	31605 Eleven Mile, FH, 48336	9/29/2006	B-232 C-754
District Ct-Probation	350	61678	31112766	31605 Eleven Mile, FH, 48336	9/29/2006	4121

The following is the printer inventory;

Location	Make/model	S/N	Address
Accounting	HP LJ 2015		31555 Eleven Mile, FH, 48336
City Clerk	HP LJ P3005	CNJ1R82464	31555 Eleven Mile, FH, 48336
Engineering	HP DJ 4500	SG738J900J	31555 Eleven Mile, FH, 48336
Fire Station 1	HP LJ 2055	1118309633	35725 Nine Mile, FH, 48336
Fire Station 2	HP LJ 2055	1130368259	28225 Middlebelt, FH 48336
Fire Station 3	HP LJ 2055	1729301762	29260 Grand River, FH 48336
Fire Station 4	HP LJ 2055	1729170689	28711 Drake Rd, FH 48336
Fire Station 5	HP LJ 2055	552799489	31455 Eleven Mile Rd, FH 48336
Fire Station 5 HP	HP LJ 1320		31455 Eleven Mile Rd, FH 48336
Fire Prevention	HP LJ 4050		31455 Eleven Mile Rd, FH 48336
Finance	HP LJ 2200		31555 Eleven Mile, FH, 48336
Finance	HP LJ 4300	CNGY526985	31555 Eleven Mile, FH, 48336
Police Admin	HP LJ 2600		31655 Eleven Mile, FH, 48336
Police Investigative	HP LJ 2200		31655 Eleven Mile, FH, 48336
Police Patrol	HP LJ 2100		31655 Eleven Mile, FH, 48336
Police Patrol	HP LJ 2055dn	1138688264	31655 Eleven Mile, FH, 48336
Police Records	HP LJ 2200dn		31655 Eleven Mile, FH, 48336
Police Records	HP LJ 2000dn		31655 Eleven Mile, FH, 48336
Police Records	HP LJ 2055dn	CNB9P03220	31655 Eleven Mile, FH, 48336
Police Support Services	HP LJ 2200		31655 Eleven Mile, FH, 48336
Planning	HP LJ 2015dn	2148549880	31555 Eleven Mile, FH, 48336
Public Services	HP LJ 2200		31555 Eleven Mile, FH, 48336
Treasury	HP LJ 2015dn	13713658	31555 Eleven Mile, FH, 48336
Treasury	HP LJ 2055dn	1704788229	31555 Eleven Mile, FH, 48336

Treasury	HP LJ 2055dn		31555 Eleven Mile, FH, 48336
Zoning	HP LJ 2055dn	1697123587	31555 Eleven Mile, FH, 48336
Ice Arena	HP LJ 2055		35500 Eight Mile, FH 48336
Youth & Family	HP LJ 2300L		28600 Eleven Mile, FH 48336

20. GOALS & OBJECTIVES

It is the goal of this RFP to upgrade as much equipment (MFP's) as possible. All equipment that was installed in 2006 is budgeted for replacement with a new device. Devices that are over five years old are owned by the City and budgeted for CPC costs only. Devices that are less than five years old are budgeted and under a currently leased contract and if funding allows could be replaced.

Printers will be upgraded as funding allows. Maintenance of the existing equipment will be done on a time and materials basis as determined by the City.

21. NETWORK DROPS

Currently, all buildings on campus are wired for access to the City's voice and data network.



21. SERVICE	Yes/No or Answer
Each machine will be tagged with an ID number and a phone number to call for services and supplies. This information is displayed in a location easily visible by the machine operator.	
Machine operators can place service requests via telephone, website or e-mail.	
Field technicians are factory trained and certified.	
List number of full time field technicians. Do not include sales staff or others that "could" provide service.	
List number of total devices under service contract with your company.	
Field technicians are electronically dispatched? Requirements include tracking of response time, service provided, parts usage and performance reporting. Provide a sample of the report.	
All service calls are responded to within four (4) business hours. Responding is defined as on-site technician service. Machines must have minimal downtime.	
What is your documented average on site response time?	
Provide a list of company holidays where your services are not available.	
Services will include firmware updates per manufacturer's recommendations.	
Please provide the location of your help desk/dispatch center.	
22. PRICING PROPOSAL	Yes/No or Answer
Invoice for lease payment and CPC's will be monthly, quarterly or annually based upon the City's needs.	
Pricing must include all required labor, service, supplies, staples, toner, maintenance kits, installation, networking and transportation costs. Must include all return fees at termination of lease. The City will supply all paper.	
Property taxes must be included in the lease payment.	
Pricing must be determined on a monthly basis but will be billed quarterly. Provide a sample of a single monthly/quarterly invoice for an account similar in size.	
Payment methods include open account/paper invoicing, credit cards, ghost card and EFT.	
Pricing to include initial operator/departmental and refresher training.	
Pricing for color copies is to be by the page, not by the document. Each MFP will have a separate meter for color and black and white.	
The price per page CPC is to be fixed for the term of the agreement. Should the City elect to retain a device after the lease has been paid off, the new CPC will not exceed the current CPC plus the CPI-U, US City Average, all items.	



http://www.bls.gov/cpi/	
At the end of a lease hard drive treatment to include erasing of data or surrender of the hard drive to the City for disposal.	
Equipment may be added during the term of the contract. The City will have the option of a new lease agreement with a coterminous expiration date or a standard five year term.	
Is your lease agreement directly funded by your firm or a third party vendor? If third party please state the name of that vendor.	
Does the lease agreement include a government non-funding clause? Include a sample agreement.	
There will be no minimums or maximums for CPC pricing.	
23. MACHINE PERFORMANCE/FUNCTIONALITY	
Can machines will have the ability to password protected by the City	
All equipment furnished under this contract shall be required to operate satisfactorily and produce acceptable copy quality at a 95% effectiveness level during any month within the 5 year contract period. The MFP failure rate requiring vendor corrections shall not average more than 2 breakdowns per month and downtime not to be longer than 2 business days from time reported. Include method of performance tracking by the vendor and reimbursement to the City of down time.	
List the average run cycle for all MFP's in service between service calls.	
Service technicians will be available within lower Michigan with a concentration in the Wayne, Oakland, Macomb County area.	
Replacement parts will be available locally or via overnight delivery to minimize downtime	
24. PROPOSAL REQUIREMENTS	Yes/No or Answer
Include a flow chart with contact information outlining the staff assigned to our account.	
Supply all information as requested. Any other information that may be relevant but does not fall in a category should be provided as an appendix. If company literature or other publications are included and intended to respond to an RFP requirement, the response in this volume should include references to the documents name and page. Clearly identify optional versus base product inclusions. Do not include unnecessary marketing materials.	
Manufacturer's Certification -If the vendor is someone other than the actual manufacturer of the equipment, the following must be included as part of the vendor's proposal:	
<ul style="list-style-type: none"> a. The Manufacturer certifies that the vendor is an authorized Dealer or Distributor for the specified equipment. 	



<p>b. The Manufacturer guarantees that should the vendor fail to satisfactorily fulfill any obligations established as a result of the anticipated contract awards, the Manufacturer, upon default by the vendor, will assume and discharge the vendor's obligations for the remainder of the contract at the prices and terms and conditions originally agreed to by the vendor.</p>	
<p>Excusable Non-Performance - The vendor will use its best effort to provide satisfactory and uninterrupted service as described in the RFP. The vendor will not be responsible or in default for any failure of service arising from an act of God, civil riot, war, restrictions imposed by governmental authorities, or other causes determined by the City to be beyond the vendor's control.</p>	
<p>Service Contract Termination -The City reserves the right to cancel the service contract at any time the vendor's performance is, in the opinion of the City, deemed unsatisfactory. In such event, however, the City shall give written notice of the unsatisfactory performance and expected remedies for same. The vendor shall be given at least thirty (30) days termination notice if conditions do not meet the City's approval.</p>	
<p>Service Contract Termination – Payment -The City shall be obligated only for those services rendered and accepted prior to the date of Notice of Termination, less any liquidated damages that may be assessed for nonperformance</p>	
<p>In order to maintain building and staff security, vendor agrees that it shall not assign any employee to perform services in City facilities without first; 1. Make inquiry of each employee as to his or her Criminal Record and 2. Requesting, receiving and reviewing the Public Sex Offender Register. No employee with a Criminal Record or listed on the Public Sex Offender list shall be assigned to in City facilities.</p>	
<p>All proposals must be signed by an authorized representative of the submitting firm.</p>	
<p>Include one (1) original response and three (3) complete copies.</p>	
<p>25. COPIER/PRINTER EQUIPMENT SPECIFICATIONS</p>	<p>Yes/No or Answer</p>
<p>Each MFP will include the base device, stand, duplex, black/white print capability, two adjustable paper trays, scanning and fax kit.</p>	
<p>Scanning will be SMB, e-mail or local box/folder, PDF and TIFF.</p>	
<p>Provide technical specifications, marketing materials, on the exact models included in your proposal.</p>	
<p>All equipment must be new, not refurbished or used in any way. All parts and subsystems must also be new and not refurbished or used in any way.</p>	
<p>Provide specifications for at least one (1) model/machine in each of the following equipment ranges. Use the specifications below as a guideline when determining the best fit for each location. Factor in volume increases as printed output migrates</p>	



from existing laser printers to networked devices.	
All equipment will have bases (no desktops) unless specifically requested.	
100% vendor meter collection using network device or IP interface for automating meter collections with web based reporting. Web based reporting will provide a secure login/password for City staff.	
Web based monitoring of consumables, printer errors and recovery. This system should be accessible to the City and preferably monitors both the City owned and networked printers.	
The awarded vendor will provide unlimited training after installation and as long as the equipment is under a service agreement.	
All equipment provided will be user friendly with intuitive touch screen functionality. Each product will have similar user functionality to allow users ease of use from one machine to another.	
All Devices including black and white only devices must scan in color.	
Each MFP or printer must support Novell Netware iPrint, Linux 32/64 bit iPrint, Windows XP, Windows 2003, Windows 7 32/64 bit, and Windows 2008 32/64 bit printing.	
Include the Typical Electricity Consumption (TEC) rating on each product proposed (see pricing table).	
All equipment is to be ISO 15408 Common Criteria ELA3 compliant.	
All devices must be true Adobe® PostScript® 3™ Compliant	
Each device will have sleep mode or low power mode functionality to minimize power consumption.	
Include a statement regarding your products commitment to Green technology and reduction of energy consumption.	

26. EVALUATION PROCESS

Central Services staff will evaluate and summarize the proposals. The summaries that appear to be beneficial to the City will be considered for award. Selected proposals will be evaluated in a cursory manner to eliminate from further consideration those proposals which in the judgment of the City, fails to offer sufficient and substantive provisions to warrant further consideration.

The award will be made to the most responsive and responsible bidder offering the best value and most economical bid as determined by the City. All bidders, in submitting proposals, concur with this method of award and will not, under any circumstances or in any manner, dispute any award made using this method. In general, the following criteria will be used:

- A. The quality and performance of the service and equipment to be provided by the vendor as determined by the City.
- B. Superior quality, design and technological features including ability to function on the City network.
- C. Ability to provide superior technical support, monitoring and service for equipment as it is networked.
- D. Cost reduction as evidenced through competitive pricing (including payment terms) and other cost saving methods proposed.
- E. Availability of equipment, parts, and supplies as evidenced by inventory locations and levels.
- F. Availability of prompt service as evidenced by promised response times, number of authorized technicians available to service account, access to inventory of replacement parts, etc.
- G. Reputation of the supplier as evidenced by the City and outside referrals.
- H. Relevant vendor experience in similar enterprises. Experience in Michigan and municipalities will be considered an asset.
- I. Knowledge and understanding of the requirements of the City as evidenced by:
 - a. The vendor's approach to the proposal.
 - b. Development of a thorough, effective plan to implement the proposed contract.
- J. Vendors commitment to quality products and services as evidenced by the vendor's formal programs to monitor and improve products, services and customer satisfaction as evidenced in the vendor's proposal.
- K. Invoicing options, payment options and reporting information offered.

27. ORAL PRESENTATIONS AND DEMONSTRATION

At the conclusion of this initial evaluation phase, it is anticipated that two proposals will be selected for detailed review and evaluation. As part of this detailed review of proposals, the selected vendors may be required to make oral presentations of their proposals to the City. The City will request that the account representative conduct the majority of the presentation.

The oral presentations provide an opportunity for the vendors to clarify the proposals through mutual understanding.

Additionally, selected vendors may also be required to provide demonstrations of each machine and features including a demonstration to the City on the ease to which the copier can be maintained on the network. Demonstrations may include installing a piece of equipment for up to two weeks to test functionality and ease of use. References may also be requested to demonstrate the products acceptable use in a working environment.

The City may award the contract, or determine finalist vendors without benefit of an oral presentation or copier demonstration. Accordingly, each initial proposal should be submitted setting forth most favorable price and service capabilities, and clearly state the advantages of machines, features and the terms of the contract proposed.

28. MANDATORY PRE-BID CONFERENCE

The City of Farmington Hills will conduct a MANDATORY Pre-Bid Conference on Monday, December 19, 2011 at 2:00 p.m. E.S.T in the Council Chambers, Farmington Hills City Hall, 31555 Eleven Mile Road, Farmington Hills, MI 48336. All interested vendors are required to attend.

29. RIGHT TO NEGOTIATE

The City of Farmington Hills retains the right to negotiate any and all terms proposed and include this in the final selection process.

30. QUESTIONS

Questions regarding RFP should be addressed in writing to Michael Lasley at mlasley@fhgov.com by 2 p.m. E.S.T, December 21, 2011.



31. PRICING PROPOSAL

MFP's – Black/white					
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating
20-29		\$	\$	\$	
30-39		\$	\$	\$	
40-49		\$	\$	\$	
50-59		\$	\$	\$	
60-69		\$	\$	\$	
70-79		\$	\$	\$	
80-89		\$	\$	\$	
90+		\$	\$	\$	

***Lease prices will be per month for five years with \$1 buyout
 Include pricing with descriptions for all additional**

MFP's – Color					
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating
20-29		\$	\$	\$	
30-39		\$	\$	\$	
40-49		\$	\$	\$	
50-59		\$	\$	\$	



50-69		\$	\$	\$	
70-79		\$	\$	\$	

***Lease prices will be per month for five years with \$1 buyout
Include pricing with descriptions for all additional**

Black/white Printers					
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating
20-29		\$	\$	\$	
30-39		\$	\$	\$	
40+		\$	\$	\$	

***Lease prices will be per month for five years with \$1 buyout
Include pricing with descriptions for all additional**

Color Printers					
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating
20-29		\$	\$	\$	
30-39		\$	\$	\$	
40+		\$	\$	\$	

***Lease prices will be per month for five years with \$1 buyout
Include pricing with descriptions for all additional**

Printer repairs(existing inventory)		
Cost per service visit/ multiple buildings/includes mileage & return visit when parts arrive for repair	Parts cost plus %	Labor per hour/billed in .25 hour increments
\$		\$

32. EXTENSION OF AWARD TO MITN PURCHASING COOPERATIVE

The City of Farmington Hills is a member of the MITN Purchasing Cooperative consisting of many cities, townships, counties and other governmental funded agencies throughout Michigan. If your company is awarded item(s) referenced in the this proposal, other governmental funded agencies may wish to use this contract and will use a purchase order for the item(s) awarded in this proposal following minimum order requirements set forth in the document. Each entity will provide their own purchase order and delivery location (s) and must be invoiced separately to the address indicated on the purchase order.

() If an award is made to _____, it is agreed that
(Company)

The contract will be extended to the MITN Purchasing Cooperative and other governmental funded agencies under the same prices, terms, and conditions.

Signature of Company Representative _____

() Our company is **NOT** interested in extending the contract.

33. ACCEPTANCE/AUTHORIZATION OF SPECIFICATIONS

The undersigned herein submits this proposal and agrees to enter into an agreement with the City of Farmington Hills in accordance with the bid documents

Signed _____ Company _____

Printed _____ Address _____

Title _____ City/State/Zip _____

Phone _____ Fax _____

Contact Person _____ or _____

Email _____ Website _____



DEPARTMENT OF CENTRAL SERVICES

January 3, 2012

TO: PROSPECTIVE BIDDERS

RE: RFP-FH-11-12-1656
COPIER AND PRINTER MANAGEMENT
ADDENDUM #2

This addendum forms a part of the bidding and contract documents and modifies the original documents. Acknowledge receipt of this addendum in the space provided below and return this document with your completed proposal. **FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.**

ADDITION TO SPECIFICATIONS;

Section 25: Add –Each MFP will include stapling as a standard feature.

RFP OPENING/DUE DATE:

This addendum does not alter the previously published bid due date.

ACCEPTANCE OF ADDENDUM #2

Signed _____ Printed _____

Company _____ Date _____



December 22, 2011

TO: PROSPECTIVE BIDDERS
RE: RFP-FH-11-12-1656
COPIER AND PRINTER MANAGEMENT
ADDENDUM #1

This addendum forms a part of the bidding and contract documents and modifies the original documents. Acknowledge receipt of this addendum in the space provided below and return this document with your completed proposal. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

ADDITION TO SPECIFICATIONS;

Section 19: Add – three (3) printers for the 47th District Court

- HP LJ 2015
HP LJ 2300
HP LJ 8000

Section 25; Add – each MPF or printer must also support printing to AS400 and PCL 5/5e/6 with full PJJ Support, ASCII Support and AS/400 SNMP Support.

RESPONSES TO QUESTIONS SUBMITTED;

Q1. When do you plan on implementing the fleet of units?

A1. After award which is projected for Q1 of 2012.

Q2. In regards to Section 25 - Copier/Printer Equipment Specifications. Questions "All Devices including Black & White only devices must scan in color." "All devices must be true Adobe PostScript 3 compliant."

Would these 2 criteria be considered "minor irregularities" under section 12-Award. page 3 of 16? Additionally, these bid specs would narrow the potential vendors down to "one" manufacture. Is this your intent?

A2. These are functions that the City requires. With proper configuration many devices are Adobe PostScript 3 compliant and this functionality will be used when comparing proposals.

Q3. In regards to the request RFP-FH-11-12-1656 for copiers and printers, our intent is to submit a No-Bid Letter for this request and submit an alternative bid proposal. Is this possible or do we have to respond to the bid as written along with our alternative proposal?

A3. As discussed at the Mandatory Prebid meeting, alternates are encouraged only after compliance with the RFP specifications. If a proposal meets our requirements we would then be able to review your alternates.

Q4. You mention both monthly and quarterly billing. Can you please specify which you are requesting, monthly or quarterly? Are you expecting the lease to be billed monthly and the meter overage to be billed quarterly?

A4. The City may elect to pay monthly, quarterly or annually for lease fee's. We would like options. Regarding overages Page 9 indicates there will be no minimums for CPC pricing.

Q5. Can you please provide the number of units you anticipate purchasing over the 5 year term (there are 19 that meet your parameters for replacement initially, how many additional do you plan on acquiring)?

A5. Unknown. This is contingent upon the RFP responses and City funding.

Q6. Can you please provide the approximate number of units you would be acquiring in each category?

A6. Please review Section 20. An exact number is not known and contingent upon the responses received.

Q7. Can you clarify who you are expecting to service the older MFD's that are not going to be replaced? If you are expecting the new vendor to service these devices, are you only considering Konica Minolta dealers because most vendors are not able to service Konica Minolta? In the RFP you stated that each vendor must be compliant in all categories to respond, you are requesting a CPC plan on any MFD installed in 2006 and older, this would limit the vendors who can respond to those that sell and/or service that brand. Was it your intention to limit the number of vendors to only those that can provide service for those older models?

A7. As part of the review process the City will need to determine how to manage these units if they are not replaced. As discussed at the pre-bid meeting, the City may need to maintain two vendors. It is not expected for a vendor to service units they are not certified or qualified to maintain.

Q8. How many printers are networked? How many printers are locally attached?

A8. All printers are networked. We do not have a count of which are locally attached.

Q9. Can you tell us how much paper you buy in a month? This helps us to understand your total volume.

A9. Averages based upon 5,000 sheets per case. City - 35 cases per month, Court - 8 cases per month.

Q10. What output PDL's come off the AS 400? What volume of print is generated from the AS 400? Is there a specific application associated with the AS 400?

A10. The default data stream for the Cities AS/400 system is SNA Character Stream (SCS). This is an EBCDIC data stream with a minimum of control characters for setting LPI and CPI, for example. This is the data stream generated by system for applications such as screen prints, compile listings, job logs, or queries. We do not have volume information on printing. The 47th District Court uses the State of Michigan JIS system. For more information visit; <http://courts.mi.gov/jis/>

Q11. Can you explain your requirements around green technology? Do you have a specific sustainability strategy?

A11. Please review section 18, 25 and the TEC rating requirements in section 31. Green technology, energy star compliance and sustainability are important to the City.

Q12. Can you help us understand what you mean by Ghost card when you discuss billing methods?

A12. A ghost card is a virtual credit card. Essentially it's a credit card number without the card.

Q13. I was wondering how this agreement could be piggy-backable? Much of the CPC we could come up with in our program is based on usage of the device. Without knowing another municipalities' fleet how could that price be carried over. Or am I misunderstanding what you meant by piggy-backable? We've tried to make this work with Oakland County and our America saves program somehow, but either our legal or their legal objects. Curious as to how you could make this work.

A13. Our experience indicates this is easily extendible to other agencies. With some creativity your proposal can address this opportunity. The Farmington Hills process will not be held up with legal challenges and should not be compared to Oakland County.

Q14. I looked over the RFQ and it appears that 9 of your copiers are currently under a lease contracts. Will the current leasing/management company continue to support those 9 units still under lease contracts. If you intend to have someone else service, support and provide supplies to those units, will the leasing company accept that arrangement?

A14. See A7.

Q15. The balance of the copiers have expired lease contracts or are owned outright by the city, if I read this correctly. If we chose to not propose support of the copiers will our proposal be rejected?

Q15. No it will not be rejected but the City will factor that into its award recommendation.

RFP OPENING/DUE DATE:

This addendum does not alter the previously published bid due date.

ACCEPTANCE OF ADDENDUM #1

Signed _____ **Printed** _____

Company _____ **Date** _____

Response to:

REQUEST FOR PROPOSAL (RFP)
COPIER AND PRINTER MANAGEMENT

RFP #: RFP-FH-11-12-1656



*Wednesday, January 11, 2012,
10:00am*

Prepared By:

Dave Vorhes, Major Account Manager

Alex Boyle, Major Account Manager

Steve Hurt, Director of Sales

Applied Imaging

46620 Ryan Court, Novi, MI 48377

Tel: 248-473-6300 Fax: 248-473-6200

APPLIED
IMAGING

REQUEST FOR PROPOSAL (RFP)

RFP #:	RFP-FH-11-12-1656
ITEM:	COPIER AND PRINTER MANAGEMENT
RFP OPENING:	10:00 a.m. E.S.T, Wednesday, January 11, 2012
MANDATORY PRE-BID MEETING:	2:00 p.m. E.S.T, Monday, December 19, 2011(see page 12)
QUESTIONS:	2:00 p.m. E.S.T, Wednesday, December 21, 2011. Questions regarding this request for proposal should be addressed in writing to Michael Lasley @ mlaslev@fhgov.com 248-871-2425. Responses to all questions will be issued as an addendum.

1. SUBMISSION AND RECEIPT OF PROPOSAL

Proposals to receive consideration shall be received prior to the specified time of opening as designated on the bid form. **NO LATE PROPOSALS WILL BE ACCEPTED.** The City reserves the right to postpone the opening for its own convenience. Bidders shall use the proposal documents furnished as none other may be accepted. Proposals are considered received when in the possession of the Farmington Hills City Clerk. All proposals shall be labeled with the RFP number, item, as well as the aforementioned deadline date/time and the vendor name and address on the outside of the envelope. Proposals shall be sealed when submitted. Separate proposals shall be submitted on each proposal number and shall be typewritten or written in ink and legibly prepared. Proposals having any erasures or corrections thereon may be rejected unless explained or initialed by the bidder. **If you are submitting a “No Bid”, do not follow the above directions but send a letter to the Purchasing Division indicating a “No Bid.** Proposals shall be mailed or delivered to City of Farmington Hills, City Clerk’s Office, 31555 Eleven Mile Road, Farmington Hills, MI 48336-1165 **before** the stated deadline. **No faxed or electronic proposals will be accepted.**

2. RESPONSIVE PROPOSALS

All pages and the information requested herein shall be furnished completely in compliance with instructions. The manner and format of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Unless otherwise specified, the City reserves the right to accept any item in the proposal. Bidders may submit proposals on any item or group of items, provided however, that the unit prices are shown as required. Accordingly, the City reserves the right to declare as non-responsive, and reject any incomplete proposal if material information requested is not furnished, or where indirect or incomplete answers or information is provided. Alterations to the written requirements will negate any response. The City of Farmington Hills promotes “green” technologies and the reduction of waste. When possible, your response should be double sided to reduce paper usage. Other factors including source of supply may be used in award recommendations

3. OFFICIAL DOCUMENTS

The City of Farmington Hills shall accept NO CHANGES to the proposal document made by the Vendor unless those changes are set out in the “Exceptions” provision of the Authorized Version of the proposal document. It is Vendor’s responsibility to acquire knowledge of any change, modifications or additions to the Authorized Version of the proposal document. Any Vendor who submits a proposal and later claims it had no knowledge of any change, modifications or additions made by the City of Farmington Hills 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 Vendor who claims that it had no knowledge of changes, modifications or additions made by the City of Farmington Hills to the Authorized Version of the proposal, and that Vendor fails to accept the award, the City of Farmington Hills may pursue costs and expenses to re-bid the item from that Vendor. The Authorized Version of the bid document shall be that document appearing on the MITN with amendments and updates.

The City of Farmington Hills officially distributes bid documents from the Purchasing Division or through the Michigan Intergovernmental Trade Network (MITN). **Copies of documents obtained from any other source are not considered official copies.** Only those vendors who obtain documents from either the Purchasing Division or the MITN system is guaranteed access to receive addendum information, if such information is issued.

If you obtained this document from a source other than MITN, it is recommended that you register on the MITN site, www.mitn.info and obtain an official copy and any addenda.

4. INTERPRETATION OF PROPOSAL AND/OR CONTRACT DOCUMENTS

Any interpretation to a bidder regarding the Proposal and/or Contract Documents or any part thereof is valid only if given by the City's Purchasing Division staff. Any information given by departmental contacts is unofficial. Interpretations may or may not be given orally (may be written) dependent upon the nature of the inquiry. Interpretations that could affect other bidders will be in writing and issued by the Purchasing Division. All inquiries shall be made within reasonable time prior to the stated deadline in order that a written response in the form of an addendum, if required, can be processed before bids are opened. Inquiries received that are not made in a timely fashion may or may not be considered.

5. CHANGES AND ADDENDA TO PROPOSAL DOCUMENTS

Each change or addendum issued in relation to this proposal will be on file in the Purchasing Division. It shall be the bidder's responsibility to make inquiry as to the changes or addenda issued. All such changes or addenda shall become part of the contract and all bidders shall be bound by such changes or addenda.

6. SPECIFICATIONS

Unless otherwise stated by bidder, the proposal will be considered as being in strict accordance with the City's applicable standard specifications, and any special specifications outlined in the document. Reference to a particular trade name, manufacturer's catalogue, or model number are made for descriptive purposes to guide the bidder in interpreting the requirements of the City, and should not be construed as excluding bids on other types or materials, equipment and supplies unless otherwise stated. However, the bidder, if awarded the contract, will be required to furnish the particular item referred to in the specifications or description unless departure or substitution is clearly noted and described in the proposal. The City reserves the right to determine if equipment/product or service being bid is equal to the specified equipment/product or service requested.

7. ALTERNATES

Bidders are cautioned that any alternate proposal, unless requested by Purchasing, or any changes, insertions, or omissions to the terms and conditions, specifications, or any other requirements or this proposal, may be considered non-responsive, and at the opinion of the City, may result in rejection of the proposal.

8. PRICING

Prices shall be stated in units of quantity specified in the Document. In case of a discrepancy in computing the amount of the bid, the unit price will govern.

9. QUANTITIES

All quantities stated, unless indicated otherwise are estimates and the City reserves the right to increase or decrease the quantity at the unit price bid as best fits its needs.

10. DELIVERY

Proposals shall include all charges for delivery, packing, crating, etc., unless otherwise stated in the bid document. All deliveries will be FOB: Delivered. General delivery hours are 8:30 a.m. to 3 p.m. Monday-Friday.

11. TAXES, TERMS AND CONDITIONS

The City of Farmington Hills is exempt from Federal Excise and State Sales Tax. Please review The State of Michigan's REVENUE ADMINISTRATIVE BULLETIN 1999 – 2 for clarification <http://www.treas.state.mi.us/lawrules/rabs/1999/rab9902.htm> The City's tax number is 38-6006902. Payment terms are Net 30 days upon receipt and acceptance. Cooperative members will provide their tax-exempt status if required by the awarded vendor

12. AWARD

The bid will be awarded to that responsible, responsive bidder whose proposal, conforming to this solicitation, will be most advantageous to the City, price and other factors considered. The City reserves the right to accept or reject any or all proposal, in part or whole and to waive informalities and minor irregularities in bids received. Unless otherwise specified in the document the City reserves the right to accept any item in the proposal on an individual basis. Bidders may submit proposals on any item or groups of items provided unit prices are clearly shown and a notation is made on the document clearly indicating Bidder's intent.

13. WITHDRAWAL OF PROPOSAL

Proposals may be withdrawn in person by a bidder, or authorized representative, provided their identity is made known and a receipt is signed for the proposal, but only if the withdrawal is made prior to the stated proposal deadline. No proposal may be withdrawn for at least 90 days after proposal opening except the successful company whose prices shall remain firm for the entire contract period. In case of error by the bidder in making up a proposal, the Purchasing Division staff may, by discretion, reject such a proposal upon presentation of a letter by the Bidder which sets forth the error, the cause thereof, and sufficient evidence to substantiate the claim.

14. DEFAULT CONDITIONS

In case of default by the contractor, the City of Farmington Hills may procure the articles or services from other sources and hold the bidder responsible for any excess cost occasioned thereby. In case of error by the bidder relating to a Contract, the Purchasing Division may, by discretion, upon presentation of a written explanation by the bidder substantiating the error, reject the Contract and award to the next qualified bidder; such error may be subject to default conditions.

15. INFRINGEMENTS AND INDEMNIFICATIONS

The bidder, if awarded a contract, agrees to protect, defend, and save the City and the cooperative members listed herein, its officials, employees, departments and agents harmless against; any demand for payment for the use of any patented material, process, or device that may enter into the manufacture, construction, or from a part of the work covered by either order or contract; and from suits or a charge of every nature and description brought against if for, or on account of, any injuries or damages received or sustained by the parties by or from any of the facts of the contractor, the contractor's employees, or agents; from all liability claims, demands, judgments and expenses to persons or property occasioned, wholly, or in part, by the acts or omissions of the bidder, contractor, agents or employee.

16. CITY POLICY ON SMOKING

The bidder, if awarded a contract, agrees to follow the City of Farmington Hills Smoking Policy which states: "The City of Farmington Hills is dedicated to providing a healthy, smoke free work place for employees, residents and visitors." To that end; smoking is prohibited in all municipal buildings, in all municipal owned, leased or rented vehicles and within twenty five (25) feet from any municipal building entrance, outdoor air intakes and operable windows. Smoking is permitted in outside designated smoking areas or in personal vehicles. Smokers are responsible for properly disposing of all smoking related litter, which includes cigarette and cigar butts, tobacco, etc. Disposal of any smoking litter is not permitted on City property except in the provided receptacles

17. INSURANCE (REQUIRED FOR WORK ON OR WITHIN CITY PROPERTY/FACILITIES)

The contractor, and any and all of their subcontractors, shall not commence work for the City of Farmington Hills under any agreement until they have obtained the insurance required under this paragraph. All coverage's shall be with insurance carriers acceptable to the City of Farmington Hills. Please note the City uses the A.M Best Company Carrier Rating System to verify insurance carrier standing (www.ambest.com). Acceptable carriers must be an A (-) VII or higher to be qualified.

- 17.1. Workers' Compensation Insurance-**The contractor shall procure and maintain during the life of this contract, Worker's Compensation Insurance, including Employers' Liability Coverage, in accordance with all applicable statutes if the State of Michigan.
- 17.2. General Liability -**The contractor shall procure and maintain during the life of this contract, Commercial General Liability Insurance on an "Occurrence Basis" with limits no less than \$1,000,000.00 per occurrence and aggregate project. Coverage shall include the following extensions (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractor Coverage; (D) Broad Form General Liability Extensions or equivalent, if not already included: Deletion of all Explosion, Collapse, and Underground (XCU) Exclusions(if applicable).
- 17.3. Motor Vehicle Liability-**The contractor shall procure & maintain during the life of the contract Motor Vehicle Liability Insurance, including Michigan No-Fault Coverage, with limits of liability not less than \$1,000,000.00 per occurrence combined single limit for Bodily Injury and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles and all hired vehicles.
- 17.4. Additional Insured-** All insurance as described above shall include an endorsement stating the following shall be ADDITIONAL INSUREDS: The City of Farmington Hills, all elected and appointed officials, all employees and volunteers. All boards & commissions and/or authorities and board members, including employees and volunteers thereof. It is understood and agreed by naming The City of Farmington Hills as additional insured, coverage afforded is considered primary and any other insurance the City may have in effect shall be secondary and/or excess.
- 17.5. Cancellation Notice-** All Insurance listed above shall be endorsed "Thirty days advanced written notice of cancellation/reduction material change will be provided"
- 17.6. Proof of Insurance coverage-** An ACORD form outlining insurance coverage is required prior to commencement of work. All documents will be forwarded to the City of Farmington Hills, Purchasing Division, 31555 Eleven Mile Road, Farmington Hills, MI 48336-1165.

18. GENERAL INFORMATION

The City is soliciting proposals to furnish all equipment, supplies, and service required to provide and maintain digital photocopier services or multifunction printer and printers, throughout City facilities.

The service provider shall be responsible for all costs associated with any contract resulting from this RFP. The service provider shall be fully responsible for the total copier service including service, repair, maintenance, parts and toner/ink supplies and return of equipment at end of lease should the City elect to purchase the device.

It is required by the City that the successful service provider provide all new Energy Star qualified, digital, network ready print devices with the ability to monitor electronically. The City has its own fleet of networked printers that may be assumed by the successful vendor. The goal of this initiative is to effectively support the MFP functionality on the City network. Any opportunities to improve support of existing printers, faxes and individual scanners should be included. The City utilizes LaserFiche as its Enterprise Document Imaging System and will continue to do so.

The service provider must determine the best possible mix of equipment that will maximize service. The successful vendor should offer a full range of copiers and printers to meet the needs of various departments.

19. CURRENT CONDITION

At contract implementation, the City has copiers located in multiple buildings. These copiers vary between low to mid volume machines up through fully featured, high volume, networked digital machines.

One vendor currently manages the fleet of 33 copiers at this time. Some devices are networked; some are not.

The following is the current copier inventory;

Location	Make/ model	ID #	S/N	Address	Install date	Avg. Mt. Use
Assessing	c353	68873	10014426	31555 Eleven Mile, FH, 48336	2/25/2009	B-9110 C-4140
Building	7135N fax	54354	26YE06247	31555 Eleven Mile, FH, 48336	12/22/2003	4642
City Clerk	501		A0R5011011169	31555 Eleven Mile, FH, 48336	5/17/2010	9053
City Hall- Mailroom	c450	61728	311803298	31555 Eleven Mile, FH, 48336	10/27/2006	B-4369 C-3460
Finance/AP	500	61987	50GE04561	31555 Eleven Mile, FH, 48336	10/26/2006	6304
City Mgr	350	61858	31113387	31555 Eleven Mile, FH, 48336	10/26/2006	943
DPCD/Zoning	7145	56088	40LE07568	31555 Eleven Mile, FH, 48336	12/22/2003	1371
DPS	7020	52015	26NE22545	31555 Eleven Mile, FH, 48336	10/24/2006	92
DPW	350	61858	31138755	27245 Halsted, FH 48331	2/23/2009	1439
DPW	c352	61726	311704013	27245 Halsted, FH 48331	10/27/2006	B-1093 C-1327
Engineering	7145	55380	40LE08828	31555 Eleven Mile, FH, 48336	12/22/2003	2168
FHGC	161f	64556	50006293	37777 Eleven Mile, FH 48336	4/11/2007	431
Central Services	500	61901	50GE04226	31555 Eleven Mile, FH, 48336	10/27/2006	1745
Fire	c550	68874	10011763	31455 Eleven Mile, FH, 48336	2/25/2009	B-12501 C-1209
Human Res.	350	61892	31116215	31555 Eleven Mile, FH, 48336	10/27/2006	2495
Police- Adm	c450	61931	311803284	31655 Eleven Mile, FH 48336	10/26/2006	B-4803 C-2959
Police-Comm	250	61890	31110073	31655 Eleven Mile, FH 48336	10/26/2006	
Police-CP	350	61889	31116361	31655 Eleven Mile, FH 48336	10/26/2006	2332
Police-DB	750	61826	57AE02474	31655 Eleven Mile, FH 48336	10/26/2006	5156
Police-Frt Desk	282	70666	11004196	31655 Eleven Mile, FH 48336	11/19/2009	2087
Police-Oper	c550	68930	10011473	31655 Eleven Mile, FH 48336	2/25/2009	B-4113 C-1566
Police-REC	750	61612	57AE02308	31655 Eleven Mile, FH 48336	10/26/2006	8242
Parks/Golf	250	61859	31111816	38111 Interchange, FH 48335	10/27/2006	1304
Spec Svcs	c451	65998	10006028	28600 Eleven Mile, FH 48336	1/14/2008	B-791 C-7352
Spec Svcs-	250	61989	31110171	28600 Eleven Mile, FH 48336	10/27/2006	1880

Location	Make/model	ID #	S/N	Address	Install date	Avg. Mt. Use
Adm						
Spec Svc-Frt Ofc	601	68944	11000434	28600 Eleven Mile, FH, 48334	10/23/2009	16231
Special Svc	350	61725	31111917	28600 Eleven Mile, FH 48336	10/27/2006	4409
Ice Arena	7145	51842	40LE00305	35500 8 Mile, FH, 48336	12/23/2002	2830
Treasury	7045N	49668	55YE05414	31555 Eleven Mile, FH, 48336	10/24/2006	73
Longacre	7020	50082	26NE04085	24705 Farmington Rd, FH 48336	3/31/2004	378
District Ct-Mailroom	420	61806	42GE02244	31605 Eleven Mile, FH, 48336	9/29/2006	4166
District Ct-Copy Rm	c352	61681	311704070	31605 Eleven Mile, FH, 48336	9/29/2006	B-232 C-754
District Ct-Probation	350	61678	31112766	31605 Eleven Mile, FH, 48336	9/29/2006	4121

The following is the printer inventory;

Location	Make/model	S/N	Address
Accounting	HP LJ 2015		31555 Eleven Mile, FH, 48336
City Clerk	HP LJ P3005	CNJ1R82464	31555 Eleven Mile, FH, 48336
Engineering	HP DJ 4500	SG738J900J	31555 Eleven Mile, FH, 48336
Fire Station 1	HP LJ 2055	1118309633	35725 Nine Mile, FH, 48336
Fire Station 2	HP LJ 2055	1130368259	28225 Middlebelt, FH 48336
Fire Station 3	HP LJ 2055	1729301762	29260 Grand River, FH 48336
Fire Station 4	HP LJ 2055	1729170689	28711 Drake Rd, FH 48336
Fire Station 5	HP LJ 2055	552799489	31455 Eleven Mile Rd, FH 48336
Fire Station 5 HP	HP LJ 1320		31455 Eleven Mile Rd, FH 48336
Fire Prevention	HP LJ 4050		31455 Eleven Mile Rd, FH 48336
Finance	HP LJ 2200		31555 Eleven Mile, FH, 48336
Finance	HP LJ 4300	CNGY526985	31555 Eleven Mile, FH, 48336
Police Admin	HP LJ 2600		31655 Eleven Mile, FH, 48336
Police Investigative	HP LJ 2200		31655 Eleven Mile, FH, 48336
Police Patrol	HP LJ 2100		31655 Eleven Mile, FH, 48336
Police Patrol	HP LJ 2055dn	1138688264	31655 Eleven Mile, FH, 48336
Police Records	HP LJ 2200dn		31655 Eleven Mile, FH, 48336
Police Records	HP LJ 2000dn		31655 Eleven Mile, FH, 48336
Police Records	HP LJ 2055dn	CNB9P03220	31655 Eleven Mile, FH, 48336
Police Support Services	HP LJ 2200		31655 Eleven Mile, FH, 48336
Planning	HP LJ 2015dn	2148549880	31555 Eleven Mile, FH, 48336
Public Services	HP LJ 2200		31555 Eleven Mile, FH, 48336
Treasury	HP LJ 2015dn	13713658	31555 Eleven Mile, FH, 48336
Treasury	HP LJ 2055dn	1704788229	31555 Eleven Mile, FH, 48336

Treasury	HP LJ 2055dn		31555 Eleven Mile, FH, 48336
Zoning	HP LJ 2055dn	1697123587	31555 Eleven Mile, FH, 48336
Ice Arena	HP LJ 2055		35500 Eight Mile, FH 48336
Youth & Family	HP LJ 2300L		28600 Eleven Mile, FH 48336

20. GOALS & OBJECTIVES

It is the goal of this RFP to upgrade as much equipment (MFP's) as possible. All equipment that was installed in 2006 is budgeted for replacement with a new device. Devices that are over five years old are owned by the City and budgeted for CPC costs only. Devices that are less than five years old are budgeted and under a currently leased contract and if funding allows could be replaced.

Printers will be upgraded as funding allows. Maintenance of the existing equipment will be done on a time and materials basis as determined by the City.

21. NETWORK DROPS

Currently, all buildings on campus are wired for access to the City's voice and data network.



	Yes/No or Answer
21. SERVICE	YES – COMPLIANT.
Each machine will be tagged with an ID number and a phone number to call for services and supplies. This information is displayed in a location easily visible by the machine operator.	YES – COMPLIANT.
Machine operators can place service requests via telephone, website or e-mail.	YES – COMPLIANT.
Field technicians are factory trained and certified.	YES – COMPLIANT.
List number of full time field technicians. Do not include sales staff or others that “could” provide service.	46 <i>Certified</i> Technicians (18 year average industry experience)
List number of total devices under service contract with your company.	10,200 devices (Combined MFP's & Printers)
Field technicians are electronically dispatched? Requirements include tracking of response time, service provided, parts usage and performance reporting. Provide a sample of the report.	YES – COMPLIANT. See attached “Service Report” and “Customer Service NPS Tracking” (on provided flash drive)
All service calls are responded to within four (4) business hours. Responding is defined as on-site technician service. Machines must have minimal downtime.	YES – COMPLIANT.
What is your documented average on site response time?	2.8 Hours
Provide a list of company holidays where your services are not available.	New Year's Day Memorial Day Independence Day Labor Day Thanksgiving Day (Thursday) Thanksgiving Day (Friday) Christmas Day
Services will include firmware updates per manufacturer's recommendations.	YES – COMPLIANT.
Please provide the location of your help desk/dispatch center.	Applied Imaging 5282 East Paris S.E. Grand Rapids, MI 49512
22. PRICING PROPOSAL	Yes/No or Answer
Invoice for lease payment and CPC's will be monthly, quarterly or annually based upon the City's needs.	YES.
Pricing must include all required labor, service, supplies, staples, toner, maintenance kits, installation, networking and transportation costs. Must include all return fees at termination of lease. The City will supply all paper.	YES – COMPLIANT.

Property taxes must be included in the lease payment.	YES – COMPLIANT.
Pricing must be determined on a monthly basis but will be billed quarterly. Provide a sample of a single monthly/quarterly invoice for an account similar in size.	YES – See attached "Sample Invoice" (on provided flash drive)
Payment methods include open account/paper invoicing, credit cards, ghost card and EFT.	YES – COMPLIANT.
Pricing to include initial operator/departmental and refresher training.	YES – COMPLIANT.
Pricing for color copies is to be by the page, not by the document. Each MFP will have a separate meter for color and black and white.	YES – COMPLIANT.
The price per page CPC is to be fixed for the term of the agreement. Should the City elect to retain a device after the lease has been paid off, the new CPC will not exceed the current CPC plus the CPI-U, US City Average, all items. http://www.bls.gov/cpi/	YES – COMPLIANT. Applied Imaging will not exceed the combined current CPC + CPI-U for the current year under US City Average. The quoted CPC's are specific to the City of Farmington Hills proposed mix of units and volumes.
At the end of a lease hard drive treatment to include erasing of data or surrender of the hard drive to the City for disposal.	YES – COMPLIANT.
Equipment may be added during the term of the contract. The City will have the option of a new lease agreement with a coterminous expiration date or a standard five year term.	YES – COMPLIANT.
Is your lease agreement directly funded by your firm or a third party vendor? If third party please state the name of that vendor.	Applied Imaging has partnered with 2 primary lease partners, US Bank and Great America.
Does the lease agreement include a government non-funding clause? Include a sample agreement.	YES – See attached "Value Lease Sample", 2 nd Page – For Municipalities Only section (on provided flash drive)
There will be no minimums or maximums for CPC pricing.	YES – COMPLIANT
23. MACHINE PERFORMANCE/FUNCTIONALITY	
Can machines will have the ability to password protected by the City	YES – COMPLIANT.
All equipment furnished under this contract shall be required to operate satisfactorily and produce acceptable copy quality at a 95% effectiveness level during any month within the 5 year contract period. The MFP failure rate requiring vendor corrections shall not average more than 2 breakdowns per month and downtime not to be longer than 2 business days from time reported. Include method of performance tracking by the vendor and reimbursement to the City of down time.	Applied Imaging uses a comprehensive E-Automate system for tracking service, response time, down time, efficiency, first call completion ratio and onsite stats. AI will offer City of FH 2% back on billable

	<p>services annually if AI fails to meet the requirement stated – using an average breakdown and total downtime factor.</p>
<p>List the average run cycle for all MFP's in service between service calls.</p>	<p>The average run cycle for our Canon and Lanier/Ricoh line factors the speed/duty cycle and current environment combined with technical support/service. Applied Imaging's certified technicians are proactive in nature when servicing a device. Upon completing the primary task associated with the service request, they will then examine the entire unit focusing on high mortality parts, while making adjustments. This proactive approach assists the duration between service calls resulting in longer run cycles.</p> <p>See attachment "AI_Dec_2011_Serv_Stats" for Applied Imaging's Dec 2011 report. (on provided flash drive)</p>
<p>Service technicians will be available within lower Michigan with a concentration in the Wayne, Oakland, Macomb County area.</p>	<p>YES – COMPLIANT. AI services all of lower Michigan from Bay City south. Please see our website www.appliedimaging.com for list of branch office locations.</p> <p>YES.</p>
<p>24. PROPOSAL REQUIREMENTS</p>	
<p>Replacement parts will be available locally or via overnight delivery to minimize downtime.</p> <p>Include a flow chart with contact information outlining the staff assigned to our account.</p>	<p>Yes/No or Answer</p> <p>Dave Vorhes Major Account Manager 248.560.1517 dvorhes@appliedimaging.com <i>Dave, with input from the management team and City of FH, will act as the Project Manager with complete</i></p>

responsibility and authority over the service support, product support representatives and client service representatives to ensure the successful discovery, implementation, transition and operation of the City's approved solution. Dave has 30 years of industry experience.

Alex Boyle,
Major Account Manager
248.560.1506
aboye@appliedimaging.com

Alex, will act as a supporting Project Manager to Dave, with input from the management team and City of FH, to ensure the successful discovery, implementation, transition and operation of the City's approved solution. Alex has 11 years of industry experience.

Keith Heier
Field Service Manager
248.560.1512
kheier@appliedimaging.com

Keith will be responsible to oversee the dedicated on-site service team and service operations for City of FH. Keith has the authority to request any action necessary from corporate resources to ensure client satisfaction. Keith has 20 years of industry experience

Jack Cooper
Field Service Tech
616-890-2670
jcooper@appliedimaging.com
*Comptia A+ and Net+ certified
Jack will be the lead technician*

responsible to City of FH. Jack's main objective will be to ensure client satisfaction in the field. Jack has 23 years of industry experience.

Dennis Brown
Solutions Group Manager
616.971.0106

dbrown@appliedimaging.com

Dennis Brown will oversee all network technicians & solutions engineers involved with the City's install and implementation. Dennis has 13 years of industry experience.

Mike Murray
Solutions Engineer
248.560.1508

mmurray@appliedimaging.com

Mike will be responsible for solution implementation surrounding PrintSmart / Network connectivity. Mike has 9 years of industry experience.

Nicole Ottobre
Administrative Assistant
248.473.6300

nottobre@appliedimaging.com

Nicole, will act as administrative support with Client Relations specialties such as coordinating, processing and ultimately fulfilling order while providing additional clerical support throughout the order process to tailor to the client's needs and product. Nicole is new to the industry and is growing with the Applied Imaging family to better service clients and the industry itself.



<p>Steve Hurt Director of Sales 248.560.1507 shurt@appliedimaging.com <i>Steve Hurt is responsible for overseeing all activity within Applied Imaging Southeast Michigan Region. Steve will assist the project team as necessary, while monitoring and managing all aspects of the City of FH project. Steve has 26 years of industry experience.</i></p> <p>Joe Green, Vice President of Technical Service 616.971.0123 jgreen@appliedimaging.com <i>Joe Green has ultimate responsibility for all technical/service support to City of FH. Joe will also develop specialized service reports and will assist in the technical advances of the program such as EDI. Joe has 36 years of industry experience.</i></p> <p>John Lowery Owner & President of Applied Imaging 616.971.0112 jlowery@appliedimaging.com <i>John Lowery has final authority in all aspects of the business including financial, sales, service, administrative staff etc. Mr. Lowery has 35 years of industry Experience</i></p>	
<p>YES – COMPLIANT.</p>	<p>Supply all information as requested. Any other information that may be relevant but does not fall in a category should be provided as an appendix. If company literature or other publications are included and intended to respond to an RFP requirement, the response in this volume should include references to the documents name and page. Clearly identify optional versus base product inclusions. Do not include un necessary marketing materials.</p>

<p>YES – COMPLIANT. See attached “Canon MF_...” and Ricoh MF_...” (on provided flash drive)</p>	<p>Manufacturer’s Certification -If the vendor is someone other than the actual manufacturer of the equipment, the following must be included as part of the vendor’s proposal:</p> <p>a. The Manufacturer certifies that the vendor is an authorized Dealer or Distributor for the specified equipment.</p> <p>b. The Manufacturer guarantees that should the vendor fail to satisfactorily fulfill any obligations established as a result of the anticipated contract awards, the Manufacturer, upon default by the vendor, will assume and discharge the vendor’s obligations for the remainder of the contract at the prices and terms and conditions originally agreed to by the vendor.</p>
<p>YES.</p>	<p>Excusable Non-Performance - The vendor will use its best effort to provide satisfactory and uninterrupted service as described in the RFP. The vendor will not be responsible or in default for any failure of service arising from an act of God, civil riot, war, restrictions imposed by governmental authorities, or other causes determined by the City to be beyond the vendor’s control.</p>
<p>YES.</p>	<p>Service Contract Termination -The City reserves the right to cancel the service contract at any time the vendor’s performance is, in the opinion of the City, deemed unsatisfactory. In such event, however, the City shall give written notice of the unsatisfactory performance and expected remedies for same. The vendor shall be given at least thirty (30) days termination notice if conditions do not meet the City’s approval.</p>
<p>YES – COMPLIANT.</p>	<p>Service Contract Termination – Payment -The City shall be obligated only for those services rendered and accepted prior to the date of Notice of Termination, less any liquidated damages that may be assessed for nonperformance</p>
<p>YES – COMPLIANT.</p>	<p>In order to maintain building and staff security, vendor agrees that it shall not assign any employee to perform services in City facilities without first; 1. Make inquiry of each employee as to his or her Criminal Record and 2. Requesting, receiving and reviewing the Public Sex Offender Register. No employee with a Criminal Record or listed on the Public Sex Offender list shall be assigned to in City facilities.</p>
<p>YES.</p>	<p>All proposals must be signed by an authorized representative of the submitting firm.</p>
<p>YES.</p>	<p>Include one (1) original response and three (3) complete copies.</p>
<p>Yes/No or Answer</p>	<p>25. COPIER/PRINTER EQUIPMENT SPECIFICATIONS</p>
<p>YES – COMPLIANT.</p>	<p>Each MFP will include the base device, stand, duplex, black/white print capability, two adjustable paper trays, scanning and fax kit.</p>
<p>YES – COMPLIANT.</p>	<p>Scanning will be SMB, e-mail or local box/folder, PDF and TIFF.</p>

<p>Provide technical specifications, marketing materials, on the exact models included in your proposal.</p>	<p>YES. Given the nature of the bid requirements, and the number of devices listed, we have offered included a Flash Drive containing all technical specifications, marketing materials, etc.</p>
<p>All equipment must be new, not refurbished or used in any way. All parts and subsystems must also be new and not refurbished or used in any way.</p>	<p>YES – COMPLIANT.</p>
<p>Provide specifications for at least one (1) model/machine in each of the following equipment ranges. Use the specifications below as a guideline when determining the best fit for each location. Factor in volume increases as printed output migrates from existing laser printers to networked devices.</p>	<p>YES – COMPLIANT</p>
<p>All equipment will have bases (no desktops) unless specifically requested.</p>	<p>YES.</p>
<p>100% vendor meter collection using network device or IP interface for automating meter collections with web based reporting. Web based reporting will provide a secure login/password for City staff.</p>	<p>YES.</p> <p>Applied Imaging utilizes the <i>PrintSmart</i> tracking and management tool. This powerful, easy to use tool is designed to remotely collect meter reads, automate supplies fulfillment and report service information for managing fleets of networked copiers, printers, fax machines, and multi-function devices.</p> <p><i>Automated meter exports</i> Applied Imaging's <i>PrintSmart</i> automatically read meters from the devices, this information would then be exported automatically into our Enterprise Resource Planning (ERP) system - <i>Digital Gateway's e-automate</i>. These Meter export reports can also be automatically emailed in .csv or .pdf format.</p>

	<p>City of FH staff will have access to the PrintSmart DCA client – web portal monitoring software, allowing for access to the device information – meters, toner levels, error messages etc..</p>
<p>Web based monitoring of consumables, printer errors and recovery. This system should be accessible to the City and preferably monitors both the City owned and networked printers.</p>	<p>The AI - <u>PrintSmart</u> assessment software presents a complete picture of a printing environment. Information from <u>PrintSmart</u> is available 24/7; alerts and reports are sent automatically via email.</p> <p>Information collected via the DCA will be utilized as part of the <u>Locating, Tagging, and Monitoring</u> requirements that are required in this bid. Locating devices will be performed electronically and verified via a walk-through of the facilities, with the location of each device recorded. The fixed MAC address of each device will be recorded as well, so that if a device is moved at a later time, the DCA will continue to track and monitor its activity.</p> <p><u>PrintSmart</u> — the printer MIB (Management Information Base—where all of the information about a network device is stored and accessed) provides additional data that can be used during Assessment as well as ongoing Monitoring of the device – consumables, errors etc..</p> <p>YES.</p>
<p>The awarded vendor will provide unlimited training after installation and as long as the equipment is under a service agreement.</p>	<p>The foundation of any successful program begins with interactive /proper</p>

training. Applied Imaging will ensure that end-users are fully trained to operate their new multifunctional devices; tailoring each training session to the end-users (group) specific needs. AI increases the satisfaction of our users by implementing an ongoing process - we're committed to providing follow-up training throughout the course of our partnership at no additional charge. Applied Imaging will ensure that all users are comfortable (and pleased) with the new equipment. (City of FH will set the priorities for training/best times etc..., and we'll follow suit!). With increased efficiency and productivity via the new MFD's, City of FH will have more time to focus on core business. Upon device set-up/install per AI's expert technical team, an AI Certified Corporate Trainer (CCT) will perform essential operator training. All training will be scheduled and take place at the bldg./dpt locations. The number of people in each training group will vary. Training can be performed in a large conference room/auditorium or small group setting (6-8 people) depending on dept/bldg convenience. Smaller groups are preferred to encourage a dialog during the session. Training will be covered proactively, covering basic utilization of all features of the system, supply installation and std

problem solving. Follow up training can be scheduled after initial training depending on advanced individual or departmental needs. AI will provide all necessary user-guide/training material. Users will also be directed to resources that will help with additional questions. User training is not considered complete until all users have a firm working knowledge of the machine in each department. Together, City of FH and Applied Imaging will determine the appropriate training schedule and number of sessions.

Training Tutorial Videos

Applied Imaging has found that the use of training tutorial videos may be very useful in an environment such as City of FH. We are pleased to offer this option at no additional cost.

Follow up Training

Applied Imaging will follow up on initial training sessions within 15 – 30 days. Each department will be contacted to discern any additional questions or concerns not previously addressed. If appropriate, further training will be scheduled at this time.

New Staff/Changes Training

As City of FH personnel changes, repositions, hires new and/or transitions, AI will continue to offer

	<p>training sessions. This as well, will be at no charge.</p>
<p>All equipment provided will be user friendly with intuitive touch screen functionality. Each product will have similar user functionality to allow users ease of use from one machine to another.</p>	<p>YES. Applied Imaging's proposed solution exemplifies "user-friendliness" throughout the entire line. End users will be able to easily use devices, regardless of departmental changes, and/or general needs as they go about normal business throughout the buildings/depts.</p>
<p>All Devices including black and white only devices must scan in color.</p>	<p>YES.</p>
<p>Each MFP or printer must support Novell Netware iPrint, Linux 32/64 bit iPrint, Windows XP, Windows 2003, Windows 7 32/64 bit, and Windows 2008 32/64 bit printing.</p>	<p>YES.</p>
<p>Include the Typical Electricity Consumption (TEC) rating on each product proposed (see pricing table).</p>	<p>YES. Please see pricing table for TEC rating per device</p>
<p>All equipment is to be ISO 15408 Common Criteria ELA3 compliant.</p>	<p>YES.</p>
<p>All devices must be true Adobe® PostScript® 3™ Compliant</p>	<p>YES. True Adobe PostScript – (Lanier/Ricoh Family Group) Adobe® PostScript® 3™ is the worldwide printing and imaging standard. Adobe® PostScript® 3™ gives you the power to print visually rich documents reliably. Adobe® PostScript® 3™ printing technology is licensed to original equipment manufacturers (OEMs) for building high-performance printing systems and print workflow solutions. As a scalable architecture, it can be easily integrated into a wide range of devices and technologies while maintaining the high quality and performance you</p>

<p>Each device will have sleep mode or low power mode functionality to minimize power consumption.</p> <p>Include a statement regarding your products commitment to Green technology and reduction of energy consumption.</p> 	<p>expect from Adobe</p> <p>YES. Applied Imaging solution also includes daily timer function to allow for auto wake-up and shut down based on offices needs.</p> <p>At Applied Imaging, we strive to promote practices to protect the environment and sustain its natural resources for current and future generations. By recycling empty toner containers, you'll keep material waste out of landfills and put it to better use.</p> <p>Recovered plastics will be utilized at waste-to-energy power generation plants or, when applicable, used as a recycled plastic material. Even the shipping and packing materials will be recycled ensuring that nothing will end up in a landfill.</p> <p>We recycle all Cardboard Boxes, Toner Cartridges, Drums / Aluminium, Styrofoam, Paper</p> <p>For additional information, video introductions to our software solutions and a list of our partnerships, please visit our website at: http://www.appliedimaging.com/</p> <p><i>The Lanier/Ricoh Family Group</i> develops products that-throughout their lifecycles--will keep their</p>
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environmental impact below the limit at which the global environment becomes unsustainable. First, Eco Balance data on the environmental impact caused by overall business activities are identified and, based on the results; targets for products covered by the action plans are set (Plan). LCA-based designs are then drawn up, and production process technologies are developed to achieve the targets (Do). Results from these designs and process technologies are again reviewed alongside the Eco Balance data (Check) before being reflected in the next targets (Act). In addition to technological development directly related to products, we also work on technological development that will help reduce the environmental impact of society as a whole. We are promoting various activities—such as the development of new/ alternative materials, creation of a paperless environment through information technologies, and introduction of reuse/rewritable technologies to replace paper—to further evolve Ricoh's core technologies into environmental technologies that can be applied in a wider variety of areas.

Canon

<http://usa.canon.com/app/html/GenerationGreen/index.html>

CITY OF FARMINGTON HILLS
DEPARTMENT OF CENTRAL SERVICES
PURCHASING DIVISION
31555 ELEVEN MILE ROAD
FARMINGTON HILLS, MI 48336-1165
www.fhgov.com



PHONE 248-871-2435
FAX 248-871-2431

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Upon bid award to Applied Imaging and fleet detail implementation plan, AI will provide a *reduction of energy consumption* spreadsheet detailing the current state, and the new *green* future implemented state.

31. PRICING PROPOSAL – LANIER

MFP's – Black/white						
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating	
20-29	LANIER 2852SP	\$70.15	\$3,492.10	\$.00465	2.8 kwh	
30-39	LANIER 3352SP	\$77.56	\$3,861.24	\$.00465	3.0 kwh	
40-49	LANIER LD140SP	\$100.60	\$5,007.74	\$.00465	3.2 kwh	
50-59	LANIER LD150SP	\$115.23	\$5,736.19	\$.00465	3.9 kwh	
60-69	LANIER LD360SP	\$196.03	\$9,758.34	\$.00465	6.7 kwh	
70-79	LANIER LD370SP	\$248.78	\$12,348.51	\$.00465	7.0 kwh	
80-89	LANIER LD380SP	\$286.18	\$14,246.20	\$.00465	7.4 kwh	
90+	LANIER LD390SP	\$316.14	\$15,737.52	\$.00465	13.7 kwh	

*Lease prices will be per month for five years with \$1 buyout
 Include pricing with descriptions for all additional

MFP's – Color						
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating	
20-29	LANIER LD620C	\$75.46	\$3,756.36	\$.055	1.0 kwh	
30-39	LANIER LD630C	\$111.61	\$5,555.88	\$.055	1.5 kwh	
40-49	LANIER LD645C	\$131.27	\$6,534.53	\$.055	2.6 kwh	
50-59	LANIER LD655C	\$158.93	\$7,911.68	\$.055	3.5 kwh	



50-69	LANIER LD365C	\$310.00	\$15,432.26	\$0.055	7.8 kwh
70-79	LANIER LD375C	\$364.48	\$18,144.19	\$0.055	9.4 kwh

*Lease prices will be per month for five years with \$1 buyout
 Include pricing with descriptions for all additional

Black/white Printers					
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating
20-29	KYOCERA MITA FS-2020D Stand Alone / Network	\$11.89 / \$13.90	\$592 / 692	\$0.099	3.1 kwh
30-39	KYOCERA MITA FS-3920DN	\$16.40	\$817	\$0.08	3.3 kwh
40+	KYOCERA MITA FS-4020DN	\$18.02	\$897	\$0.08	3.5 kwh

*Lease prices will be per month for five years with \$1 buyout
 Include pricing with descriptions for all additional

Color Printers					
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	B-WCPC / Color CPC	TEC rating
20-29	LANIER LP137CN	\$20.26	\$1,008.32	\$0.012 / \$.069	5.8 kwh
30-39	LANIER LP137CN	\$20.26	\$1,008.32	\$0.012 / \$.069	5.8 kwh
40+	LANIER LP142CN	\$26.98	\$1,343.20	\$0.012 / \$.069	6.2 kwh

*Lease prices will be per month for five years with \$1 buyout
 Include pricing with descriptions for all additional

Printer repairs(existing inventory)		
Cost per service visit/ multiple buildings/includes mileage & return visit when parts arrive for repair	Parts cost plus %	Labor per hour/billed in .25 hour increments
Applied Imaging is offering an all-inclusive CPC solution, which includes service, parts, and supplies.	Included in CPC	\$0.159 per page

31. PRICING PROPOSAL - CANON



MFP's - Black/white						
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating	
20-29	CANON IR2525	\$63.11	\$3,141.63	\$.0051	1.1 kwh	
30-39	CANON IR2530	\$78.25	\$3,895.58	\$.0051	1.3 kwh	
40-49	CANON IR2545i	\$99.96	\$4,975.87	\$.0051	2.2 kwh	
50-59	CANON IR5050N	\$202.48	\$10,079.62	\$.0051	8.3 kwh	
60-69	CANON IR6065	\$244.89	\$12,191.09	\$.0051	6.2 kwh	
70-79	CANON IR6075	\$273.85	\$13,632.50	\$.0051	6.6 kwh	
80-89	CANON IR8085	\$327.65	\$16,310.71	\$.0051	9.0 kwh	
90+	CANON IR8095	\$344.25	\$17,137.30	\$.0051	9.4 kwh	

*Lease prices will be per month for five years with \$1 buyout
 Include pricing with descriptions for all additional

MFP's - Color						
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating	
20-29	CANON IRC2020	\$106.66	\$5,309.61	\$.055	1.5 kwh	
30-39	CANON IRC2030	\$127.20	\$6,332.35	\$.055	1.7 kwh	
40-49	CANON IRC5045	\$192.74	\$9,594.72	\$.055	2.7 kwh	
50-59	CANON IRC5051	\$199.40	\$9,926.17	\$.055	3.1 kwh	
60-69	CANON IR ADVANCE C7065	\$460.54	\$22,926.25	\$.055	8.1 kwh	

70-79	CANON IR ADVANCE C9075 PRO	\$619.12	\$30,820.48	\$.055	10.3 kwh
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*Lease prices will be per month for five years with \$1 buyout
 Include pricing with descriptions for all additional

Black/white Printers					
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating
20-29	KYOCERA MITA FS-2020D Stand Alone / Network	\$11.89 / \$13.90	\$592 / 692	\$.0099	3.1 kwh
30-39	KYOCERA MITA FS-3920DN	\$16.40	\$817	\$.008	3.3 kwh
40+	KYOCERA MITA FS-4020DN	\$18.02	\$897	\$.008	3.5 kwh

*Lease prices will be per month for five years with \$1 buyout
 Include pricing with descriptions for all additional

Color Printers					
PPM	Mfg/Model/PPM	Lease per mt.*	Buy	CPC	TEC rating
20-29	LANIER LP137CN	\$20.26	\$1,008.32	\$.012 / \$.069	5.8 kwh
30-39	LANIER LP137CN	\$20.26	\$1,008.32	\$.012 / \$.069	5.8 kwh
40+	LANIER LP142CN	\$26.98	\$1,343.20	\$.012 / \$.069	6.2 kwh

*Lease prices will be per month for five years with \$1 buyout
 Include pricing with descriptions for all additional

Printer repairs(existing inventory)		
Cost per service visit/ multiple buildings/includes mileage & return visit when parts arrive for repair	Parts cost plus %	Labor per hour/billed in .25 hour increments
Applied Imaging is offering a Cost Per Page Solution that will cover all services supplies and parts.	Included	\$.0159

Applied Imaging has included two alternative solutions. Please see attached "Applied Imaging Alternate TCO Program Lanier" and "Applied Imaging Alternate TCO Program Canon" (on provided flash drive)

32. EXTENSION OF AWARD TO MITN PURCHASING COOPERATIVE

The City of Farmington Hills is a member of the MITN Purchasing Cooperative consisting of many cities, townships, counties and other governmental funded agencies throughout Michigan. If your company is awarded item(s) referenced in the this proposal, other governmental funded agencies may wish to use this contract and will use a purchase order for the item(s) awarded in this proposal following minimum order requirements set forth in the document. Each entity will provide their own purchase order and delivery location (s) and must be invoiced separately to the address indicated on the purchase order.

(X) If an award is made to Applied Imaging, it is agreed that
(Company)

The contract will be extended to the MITN Purchasing Cooperative and other governmental funded agencies under the same prices, terms, and conditions.

Signature of Company Representative _____

() Our company is **NOT** interested in extending the contract.

33. ACCEPTANCE/AUTHORIZATION OF SPECIFICATIONS

The undersigned herein submits this proposal and agrees to enter into an agreement with the City of Farmington Hills in accordance with the bid documents

Signed _____ Company: Applied Imaging

Printed: Stephen Murt Address: 46620 Ryan Ct.

Title: Director of Sales City/State/Zip: Novi, Mi. 48377

Phone: 248.560.1507 Direct/Cell 248.388.1941 Fax: 248.473.6300

Contact Person: Steve Hurt/David Vorhes/Alex Boyle

Email: shurt@appliedimaging.com dvorhes@appliedimaging.com aboyle@appliedimaging.com

Website: www.appliedimaging.com

January 10, 2012

TO: PROSPECTIVE BIDDERS
RE: RFP-FH-11-12-1656
COPIER AND PRINTER MANAGEMENT
ADDENDUM #1

This addendum forms a part of the bidding and contract documents and modifies the original documents. Acknowledge receipt of this addendum in the space provided below and return this document with your completed proposal. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

ADDITION TO SPECIFICATIONS;

Section 19: Add – three (3) printers for the 47th District Court

- HP LJ 2015
- HP LJ 2300
- HP LJ 8000

Section 25; Add – each MPF or printer must also support printing to AS400 and PCL 5/5e/6 with full PJJ Support, ASCII Support and AS/400 SNMP Support.

RESPONSES TO QUESTIONS SUBMITTED;

Q1. When do you plan on implementing the fleet of units?

A1. After award which is projected for Q1 of 2012.

Q2. In regards to Section 25 - Copier/Printer Equipment Specifications.

Questions "All Devices including Black & White only devices must scan in color."

"All devices must be true Adobe PostScript 3 compliant."

Would these 2 criteria be considered "minor irregularities" under section 12-Award. page 3 of 16?

Additionally, these bid specs would narrow the potential vendors down to "one" manufacture. Is this your intent?

A2. These are functions that the City requires. With proper configuration many devices are Adobe PostScript 3 compliant and this functionality will be used when comparing proposals.

Q3. In regards to the request RFP-FH-11-12-1656 for copiers and printers, our intent is to submit a No-Bid Letter for this request and submit an alternative bid proposal. Is this possible or do we have to respond to the bid as written along with our alternative proposal?

A3. As discussed at the Mandatory Prebid meeting, alternates are encouraged only after compliance with the RFP specifications. If a proposal meets our requirements we would then be able to review your alternates.

Q4. You mention both monthly and quarterly billing. Can you please specify which you are requesting, monthly or quarterly? Are you expecting the lease to be billed monthly and the meter overage to be billed quarterly?

A4. The City may elect to pay monthly, quarterly or annually for lease fee's. We would like options. Regarding averages Page 9 indicates there will be no minimums for CPC pricing.

Q5. Can you please provide the number of units you anticipate purchasing over the 5 year term (there are 19 that meet your parameters for replacement initially, how many additional do you plan on acquiring)?

A5. Unknown. This is contingent upon the RFP responses and City funding.

Q6. Can you please provide the approximate number of units you would be acquiring in each category?

A6. Please review Section 20. An exact number is not known and contingent upon the responses received.

Q7. Can you clarify who you are expecting to service the older MFD's that are not going to be replaced? If you are expecting the new vendor to service these devices, are you only considering Konica Minolta dealers because most vendors are not able to service Konica Minolta? In the RFP you stated that each vendor must be compliant in all categories to respond, you are requesting a CPC plan on any MFD installed in 2006 and older, this would limit the vendors who can respond to those that sell and/or service that brand. Was it your intention to limit the number of vendors to only those that can provide service for those older models?

A7. As part of the review process the City will need to determine how to manage these units if they are not replaced. As discussed at the pre-bid meeting, the City may need to maintain two vendors. It is not expected for a vendor to service units they are not certified or qualified to maintain.

Q8. How many printers are networked? How many printers are locally attached?

A8. All printers are networked. We do not have a count of which are locally attached.

Q9. Can you tell us how much paper you buy in a month? This helps us to understand your total volume.

A9. Averages based upon 5,000 sheets per case. City - 35 cases per month, Court - 8 cases per month.

Q10. What output PDL's come off the AS 400? What volume of print is generated from the AS 400? Is there a specific application associated with the AS 400?

A10. The default data stream for the Cities AS/400 system is SNA Character Stream (SCS). This is an EBCDIC data stream with a minimum of control characters for setting LPI and CPI, for example. This is the data stream generated by system for applications such as screen prints, compile listings, job logs, or queries. We do not have volume information on printing. The 47th District Court uses the State of Michigan JIS system. For more information visit; <http://courts.mi.gov/jis/>

Q11. Can you explain your requirements around green technology? Do you have a specific sustainability strategy?

A11. Please review section 18, 25 and the TEC rating requirements in section 31. Green technology, energy star compliance and sustainability are important to the City.

Q12. Can you help us understand what you mean by Ghost card when you discuss billing methods?

A12. A ghost card is a virtual credit card. Essentially it's a credit card number without the card.

Q13. I was wondering how this agreement could be piggy-backable? Much of the CPC we could come up with in our program is based on usage of the device. Without knowing another municipalities' fleet how could that price be carried over. Or am I misunderstanding what you meant by piggy-backable? We've tried to make this work with Oakland County and our America saves program somehow, but either our legal or their legal objects. Curious as to how you could make this work.

A13. Our experience indicates this is easily extendible to other agencies. With some creativity your proposal can address this opportunity. The Farmington Hills process will not be held up with legal challenges and should not be compared to Oakland County.

Q14. I looked over the RFQ and it appears that 9 of your copiers are currently under a lease contracts. Will the current leasing/management company continue to support those 9 units still under lease contracts. If you intend to have someone else service, support and provide supplies to those units, will the leasing company accept that arrangement?

A14. See A7.

Q15. The balance of the copiers have expired lease contracts or are owned outright by the city, if I read this correctly. If we chose to not propose support of the copiers will our proposal be rejected?

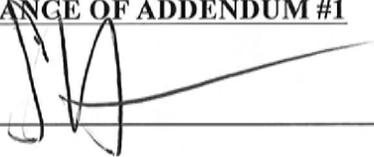
Q15. No it will not be rejected but the City will factor that into its award recommendation.

RFP OPENING/DUE DATE:

This addendum does not alter the previously published bid due date.

ACCEPTANCE OF ADDENDUM #1

Signed



Printed: Stephen C. Hurt

Company :Applied Imaging

Date: 12/22/11



January 3, 2012

TO: PROSPECTIVE BIDDERS
RE: RFP-FH-11-12-1656
COPIER AND PRINTER MANAGEMENT
ADDENDUM #2

This addendum forms a part of the bidding and contract documents and modifies the original documents. Acknowledge receipt of this addendum in the space provided below and return this document with your completed proposal. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

ADDITION TO SPECIFICATIONS:

Section 25: Add -Each MFP will include stapling as a standard feature.

RFP OPENING/DUE DATE:

This addendum does not alter the previously published bid due date.

ACCEPTANCE OF ADDENDUM #2

Signed [Signature] Printed Stephen Hurt

Company Applied Imaging

Date 1-11-12

Vendor name: Applied Imaging

Evaluation Criteria	Weight	Score
References	15	15
Service process/delivery/technicians	25	25
Pricing	20	18
Equipment/flexibility	15	15
Account Mgmt/Partnership/business approach/training	15	15
Billing	10	10
TOTAL	100	98

Interview - pass/fail

Proposal - pass/fail

Demo

NOTES:

Brand Choices - Lanier or Canon

Personable team -highly experienced

Technicians drive Ford Transit connect company owned vehicles

Technicians/delivery staff deliver, install and do initial setup and training

Owner John Lowrey at interview - engaged in the process and accessible

Service VP at interview - 32 years experience

"Fork lift" concept for replacement

Staff has Novell experience

Quarterly business reviews are mandated not optional

Not a manufacturer but a dealer

Company policies are made locally(Grand Rapids)

Total CPC proposal

Vendor name: Ricoh

Evaluation Criteria	Weight	Score
References	15	15
Service process/delivery/technicians	25	20
Pricing	20	19
Equipment/flexibility	15	10
Account Mgmt/Partnership/business approach/training	15	12
Billing	10	8
TOTAL	100	84

Interview - pass/fail

Proposal - pass/fail

Demo

NOTES:

Ikon acquired by Ricoh

Uses some 3rd party technicians

Technicians drive personal vehicles

Delivery routing- Duluth, GA to Chicago to Livonia to Southfield

Bid obsolete/discontinued printers

Printers(some) are retail not commercial

Review process driven by customer

If we have a bad tech they would move down in call priority

Quote ""Our employee's are here to generate revenues"

AS400 is "very complicated" and additional fee's

Moving of equipment "can be waived"

Poor answer for termination of service contract for cause

One MFG line

Only 1 co-op program - MI Deal

Vendor name: Toshiba

Evaluation Criteria	Weight	Score
References	15	12
Service process/delivery/technicians	25	18
Pricing	20	17
Equipment/flexibility	15	10
Account Mgmt/Partnership/business approach/training	15	10
Billing	10	10
TOTAL	100	77

Interview - pass/fail

Proposal - pass/fail

Demo

NOTES:

1 municipal reference - Garden City

Sales staff does training

Technicians driver personal vehicles

Weak team

GSA is there only co-op experience

Focus on private companies - Red Wings, Pistons

Process is reactive not proactive

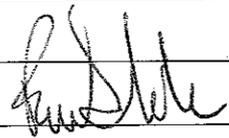
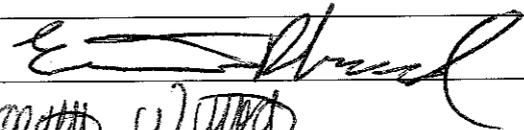
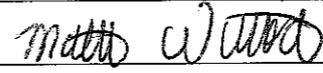
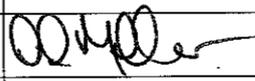
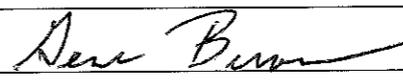
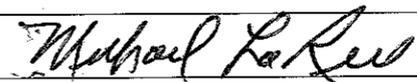
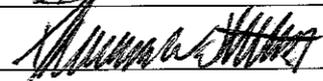
Would "learn" about our volumes - listed in the RFP

Novell CNE are "regional" not local

Added costs for AS400 review

Concerning answers to Novell experience - "when is that going to change?"

No service representative at interview

	A	B	C	D	E	F
	Company Name	Main Contact	Main Contact Phone	Main Contact Fax	Main Contact Email	Signature
1	Applied Imaging	Steve Hurt	248-473-6300	248-473-6200	shurt@appliedimaging.com	
2	Best Impressions	Fred Brown	313-732-7895	313-389-1207	imageinvestments@sbcglobal.net	
3	Dickinson Wright, PLLC	George Butler	313-223-3134	313-223-3598	gbutler@dickinsonwright.com	
4	Global Office Solutions	Jeff Summers	248-449-9100	248-449-9101	info@globalos.com	
5	HASSELBRING-CLARK CO.	DONNA CRAWFORD	517-393-6210	517-393-9912	dcrawford@hasselbringclark.com	
6	IKON Office Solutions	Eric Bambar	248-596-8018	248-449-8034	eric.bambar@ricoh-usa.com	
7	Image Business Solutions	Matthew Wittbrodt	248-669-0221	248-669-7501	mwittbrodt@imagebusinesssolutions.com	
8	Konica Minolta	Robert Bell	248-381-8140	248-301-1923	rbell@kmb.konicaminolta.us	
9	Konica Minolta Business Solutions	Brenda Johnson	248-434-5830	248-305-0935	bjohnson@kmb.konicaminolta.us	
10	Kyocera Mita America, Inc.	Daniel Schmidig	800-453-6482	973-882-4411	daniel_schmidig@kyoceramita.com	
11	Macomb Duplicating	Susan Delia	586-778-7440	586-778-5360	MacombDuplicating@wowway.com	
12	Metro Imaging Systems	Gene Brown	586-685-4700	586-685-4721	geneb@metroimaging.net	
13	michigan business systems, inc.	Jay Mickel	248-356-2300	248-356-3131	sales@mbscorp.com	
14	Michigan Office Solutions	Bill Orr	616-785-7816	616-459-8705	billorr@mos-xerox.com	
15	Midwest Computer Resources, Inc.	Edward O'Donnell	248-529-6531	248-529-6534	ed@gomcr.com	
16	Premier Business Products	Dan Arban	248-687-7701	248-614-0388	darban@premier-business.com	
17	PRIORITY OFFICE SOLUTIONS	Tim Shaver	586-786-1776	586-786-1775	tim@priorityos.com	
18	Sehi Computer Products, Inc.	Dan Sapp	800-233-7344	248-299-1590	Dan@sehi.com	
19	Signature Technology Solutions, Inc.,	Michael Agboh	734-453-8800	734-453-8807	magboh@signature-tech.com	
20						

	A	B	C	D	E	F
1	Company Name	Main Contact	Main Contact Phone	Main Contact Fax	Main Contact Email	Signature
	The Digital Document Store	Carlos Allison	248-684-1110	248-684-1112	callison@digitaldox.com	
21	Toshiba Business Solutions-Michigan	Tony Pusino	248-427-8100	248-427-0773	Tony.Pusino@tbs.toshiba.com	Anthony Pusino
22	University Office Technologies	Kevin Van Kannel	734-434-5900	734-434-5963	kvankannel@universityofficetech.com	Mark Leno
23	Xerox Corporation	Suzy Weirich	248-827-2334	248-827-5421	Suzy.Weirich@xerox.com	
24		Reginald Cole	248-827-3437	24	Reginald Cole	Reginald Cole
25	Office Max					Chad Zor
26						Rep
27	Ricoh	Ron Angell	734 779 2511	734 953 2749		Ron Angell
28						
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Company	Ricoh				Applied Imaging				Xerox				Toshiba Business Solutions				Global Managed Print Solutions				University Ofc Technologies				Konica				MI Office Solutions				
City/State	Novi, MI				Novi, MI				Southfield, MI				Farmington Hills, MI				Novi, MI				Ann Arbor, MI				Ramsey, NJ				Novi, MI				
Black/white MFP	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	
20-29	\$57.64	\$3,006.00	0.00340		\$70.15	\$3,492.10	0.00465		\$124.08	\$7,709.00	0.00470		\$89.12	\$3,802.00	0.00690		\$60.96	\$3,108.38	0.00390		\$90.89	\$4,480.00	0.00500		\$6.39	\$3,166.00	0.00390		\$79.74	\$3,641.00	0.00590		
20-29	\$57.90	\$3,020.00	0.00340																														
30-39	\$64.39	\$3,358.00	0.00340		\$77.56	\$3,861.24	0.00465		\$103.04	\$8,232.00	0.00470		\$92.94	\$3,935.00	0.00650		\$62.22	\$3,172.89	0.00390		\$97.04	\$4,783.00	0.00500		\$75.66	\$3,503.00	0.00390		\$83.22	\$3,800.00	0.00540		
40-49	\$79.05	\$4,122.00	0.00340		\$100.60	\$5,007.74	0.00465		\$151.04	\$10,512.00	0.00470		\$95.03	\$4,154.00	0.00550		\$111.37	\$5,679.20	0.00390		\$101.15	\$4,985.00	0.00450		\$95.86	\$4,438.00	0.00390		\$83.22	\$3,800.00	0.00540		
50-59	\$91.36	\$4,765.00	0.00340		\$115.23	\$5,736.19	0.00465		\$158.14	\$11,490.00	0.00470		\$160.14	\$6,832.00	0.00490		\$122.27	\$6,234.95	0.00390		\$111.40	\$5,490.00	0.00450		\$134.07	\$6,207.00	0.00390		\$100.52	\$4,590.00	0.00540		
60-69	\$157.88	\$8,233.00	0.00340		\$196.03	\$9,758.34	0.00465		\$186.05	\$13,368.00	0.00470		\$177.81	\$7,586.00	0.00490		\$200.38	\$10,218.48	0.00390		\$180.85	\$8,913.00	0.00400		\$156.04	\$7,224.00	0.00390		\$223.02	\$10,184.00	0.00390		
70-79	\$174.49	\$9,100.00	0.00340		\$248.78	\$12,348.51	0.00465		\$191.48	\$14,963.00	0.00470		\$201.12	\$8,850.00	0.00400		\$240.45	\$12,261.48	0.00390		\$202.49	\$10,024.00	0.00400		\$165.22	\$7,649.00	0.00390		\$223.02	\$10,184.00	0.00390		
80-89	\$184.75	\$9,635.00	0.00340		\$286.18	\$14,246.20	0.00465		\$398.84	\$15,728.00	0.00640		\$222.26	\$9,482.00	0.00380		\$240.45	\$12,261.48	0.00390		\$304.74	\$15,086.00	0.00390		NA	NA			\$244.13	\$11,148.00	0.00370		
90+	\$224.87	\$11,727.00	0.00340		\$316.14	\$15,737.52	0.00465		\$398.84	\$15,728.00	0.00640		\$345.53	\$12,741.00	0.00290		\$240.45	\$12,261.48	0.00390		\$329.83	\$16,328.00	0.00390		\$254.69	\$11,791.00	0.00390		\$244.13	\$11,148.00	0.00370		
Color MFP	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	
20-29	\$61.17	\$3,190.00	0.00340	0.04250	\$75.36	\$3,756.36	0.00465	0.05500	\$190.69	\$6,422.00	0.00900	0.06060	\$123.45	\$5,258.00	0.00680	0.04000	\$68.42	\$3,489.00	0.00390	0.04200	\$101.76	\$5,015.00	0.00500	0.06000	\$85.93	\$3,978.00	0.01200	0.06500	\$96.23	\$4,394.00	0.00590	0.05400	
20-29	\$78.92	\$4,116.00	0.00340	0.04250																													
30-39	\$89.44	\$4,664.00	0.00340	0.04250	\$111.61	\$5,555.88	0.00465	0.05500	\$158.51	\$11,204.00	0.00470	0.04190	\$150.16	\$6,406.00	0.00600	0.04000	\$119.58	\$6,097.67	0.00390	0.04200	\$107.91	\$5,318.00	0.00500	0.06000	\$130.57	\$45.00	0.00490	0.05760	\$152.08	\$6,945.00	0.00540	0.05000	
30-39	\$104.20	\$5,434.00	0.00340	0.04250																													
40-49	\$108.37	\$5,632.00	0.00340	0.04250	\$131.27	\$6,534.53	0.00465	0.05500	\$197.27	\$12,676.00	0.00470	0.04190	\$165.35	\$7,054.00	0.00600	0.04000	\$152.71	\$7,787.42	0.00390	0.04200	\$121.85	\$6,005.00	0.00500	0.06000	\$137.92	\$6,385.00	0.00490	0.05760	\$160.65	\$7,336.00	0.00470	0.04700	
50-59	\$131.18	\$6,841.00	0.00340	0.04250	\$158.93	\$7,911.68	0.00465	0.05500	\$197.27	\$12,676.00	0.00470	0.04190	\$228.31	\$9,740.00	0.00500	0.03500	\$181.49	\$9,255.17	0.00390	0.04200	\$138.24	\$6,813.00	0.00500	0.06000	\$151.52	\$7,015.00	0.00490	0.05760	\$240.37	\$10,976.00	0.00470	0.04700	
60-69	\$272.82	\$14,228.00	0.00340	0.04250	\$310.00	\$15,432.26	0.00465	0.05500	\$197.27	\$12,676.00	0.00470	0.04190	\$268.51	\$11,455.00	0.00480	0.03500	\$265.45	\$13,536.48	0.00390	0.04200	\$215.86	\$10,686.00	0.00500	0.06000	\$170.14	\$7,877.00	0.00390	0.07560	\$279.21	\$12,749.00	0.00390	0.04400	
70-79	\$312.68	\$16,307.00	0.00340	0.04500	\$364.48	\$18,144.19	0.00465	0.05500	\$389.22	\$15,833.00	0.00730	0.09580	\$278.80	\$11,894.00	0.00480	0.03500	\$308.10	\$15,711.48	0.00390	0.04200	\$236.26	\$11,696.00	0.00500	0.06000	NA	NA	NA	NA	\$279.21	\$12,749.00	0.00390	0.04400	
Black/white Printer	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	
20-29	\$2.21	\$115.00	0.02000		\$13.90	\$692.00	0.00990		NA	\$301.00	NA	NA	\$5.74	\$245.00	0.01300		\$10.41	\$531.00	0.00990		\$823.00	0.00780		\$5.27	\$244.00	0.01300		\$9.20	\$420.00	0.02100			
30-39	\$4.08	\$213.00	0.02000		\$16.40	\$817.00	0.00800		NA	\$303.00	NA	NA	\$10.15	\$433.00	0.01300		\$14.20	\$724.00	0.00990		\$633.00	0.00990		\$10.89	\$504.00	0.01300		\$9.20	\$420.00	0.02100			
40+	\$22.99	\$1,199.00	0.02000		\$18.02	\$897.00	0.00800		NA	\$303.00	NA	NA	\$17.04	\$727.00	0.01300		\$15.79	\$805.00	0.00990		\$748.00	0.00990		\$13.48	\$624.00	0.01300		\$16.00	\$731.00	0.01000			
Color Printer	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	Mt Lease	Buy	CPC b/w	CPC color	
20-29	\$7.18	\$375.00	0.02000	0.08000	\$20.26	\$1,008.32	0.01200	0.06900	NA	\$389.00	NA	NA	\$13.03	\$556.00	0.01300	0.08000	\$9.57	\$488.00	0.02000	0.14000		\$918.00	0.01000	0.03900	\$8.51	\$394.00	0.01300	0.11879	\$14.29	\$653.00	0.01800	0.10000	
30-39	\$17.17	\$896.00	0.02000	0.08000	\$20.26	\$1,008.32	0.01200	0.06900	NA	\$579.00	NA	NA	\$18.71	\$798.00	0.01300	0.08000	\$19.78	\$1,009.00	0.00990	0.06500		\$1,520.00	0.01000	0.03900	\$11.95	\$553.00	0.01300	0.11879	\$14.29	\$653.00	0.01800	0.10000	
40+	\$39.53	\$2,062.00	0.02000	0.08000	\$26.98	\$1,343.20	0.01200	0.06900	NA	\$579.00	NA	NA	\$43.88	\$1,872.00	0.01300	0.08000	\$59.59	\$3,039.00	0.00990	0.06500		\$46.73	\$2,303.00	0.00990	0.03900	\$21.91	\$1,014.00	0.01300	0.01188	\$21.41	\$977.00	0.00950	0.06000
Printer repairs	\$131.00				.0159 cpc								\$75.00				\$80.00				\$75.00				\$135.00				\$195.00				
Parts-costs +	Varies												10%				10%				15%				Retail + s/h				0%				
Labor per hr	\$131.00												\$75.00				\$80.00				\$75.00				\$135.00				\$65.00				