



JEFFERSON COUNTY DEPARTMENT OF HEALTH

401 14th Street South, Birmingham, AL 35233
(205) 930-1961/Fax (205) 930-1060

Hazel Collins Purchasing Agent

JULY 1, 2020
ITB #20-07-14
INVITATION TO BID

Sealed proposals for **Print Manager Multifunctional Devices** will be received by the Purchasing Agent, Jefferson County Department of Health (JCDH), General Service Annex, 401 14th Street South, Birmingham, AL 35233, until 10:00 a.m., Friday, July 17, 2020, at which time and place they will be publicly opened and read.

Bidders wishing to bid can download the complete solicitation including the specifications and bid forms via the internet at www.jcdh.org (go to the **ABOUT** header and click on **BIDS**), or by visiting the Purchasing Office at the address shown above, or by calling (205) 930-1961, fax (205) 930-1060 and requesting a copy be mailed to you. Any addenda will be available on the internet. Bidder is responsible for checking for addenda until bid opening date. Addenda will be mailed only to those Bidders who were provided a copy in person or by mail.

All proposals must be submitted on Bid Form in a sealed envelope indicating **"SEALED BID – ITB #20-07-14, "Print Manager Multifunctional Devices"** with opening date and bid number printed on outside of envelope.

All bidders **must** complete and return the notarized State of Alabama disclosure form included in the bid package and the Addendum to Bid Agreement Contract; and **must** provide a copy of their E-verify certificate with the assigned number from the U.S. Department of Homeland Security and all other documents listed in the enclosure.

It is required for any contract/purchase exceeding \$10,000.00 that the bidder submits with their bid either certified check, a cashier's check or a bid bond payable to the JCDH in the amount of \$500.00. In order for any bid award to be considered that exceeds \$10,000, it must be accompanied by an acceptable bid bond or check. Bid bonds will be returned to all unsuccessful bidders after the formal award is made and to the successful bidder after acceptance of the award. Should the successful bidder fail to accept the award, the bid bond or check shall be forfeited.

No bid may be withdrawn for a period of sixty (60) days after the date of the bid opening. Jefferson County Department of Health is exempt from all tax. This statement in no way is to be construed as relieving a seller or Bidder from paying any tax assessed to him as a seller or Bidder.

All bids are to be typewritten or printed in ink. Incomplete bids will not be considered. All provisions of this bid are accepted as part of any contract or purchase resulting there from. The bidder shall assume full responsibility for timely delivery of the bid to the location designated for receipt of bids. Oral, telephonic or faxed bids are invalid and will not receive consideration

Jefferson County Department of Health expressly reserves the right to reject any or all proposals, or parts of proposals and to make the award all or none or per line item on the merit and/or feature of method and quality, delivery, and service availability as the best interest of the JCDH appears.

Jefferson County Department of Health reserves the right to require documentation that each bidder is an established business and is abiding by the ordinances, regulations, and laws of their community and the State of Alabama. If you are required by any regulatory agency to maintain professional license or certification to provide any product and/or service solicited under this (ITB), the JCDH reserves the right to require documentation of current license and/or certification before considering and awarding the bid.

COMMUNICATION DURING BID EVALUATION

There shall be no communication during the evaluation period between any Bidder and the agency (JCDH) requisitioning the good or service to be procured. Any communications, written, oral, or electronic between the Bidder and the requisition agency must come through the Division of Purchasing Buyer administering the RFP.

QUESTION/INQUIRY

Telephone inquiries with questions regarding clarification of all specifications of the ITB will not be accepted. All questions concerning the bid and its entirety must be e-mailed to Glenda Smith at **glenda.smith@jcdh.org** and Steve Knox at **steve.knox@jcdh.org**. Please reference the ITB number and Question/Inquiry in the e-mail subject.

Hazel Collins, Purchasing Agent

HC/gs

BN: 07-05-20

Enclosures

INVITATION TO BID

STATEMENT OF PURPOSE/OBJECTIVE

The Jefferson County Department of Health is seeking qualified firms to provide Professional Services for Print Manager Multifunctional Devices. Successful bidder will be notified of ITB award via JCDH's Notice of Award letter and the approved Standard Addendum to Bid Agreement Contract.

EXPECTATIONS

It is the intent of JCDH to award a contract to a single Bidder capable of providing the requested Enterprise Document and Print Management Solution. JCDH has a wide variety of printers, copiers, facsimile machines and scanners. The intent of this bid is to receive bids to consolidate this equipment into multi-functional devices that would provide these capabilities and still afford efficient access to the equipment by our employees and provide a cost savings over our existing environment.

All products offered must be pre-approved by MIS/IT Division. Bidder responses to this ITB should provide your recommended solution for Enterprise Document and Print Management for JCDH and the contract period. Bidder should include enterprise print management solution that allows user interaction such as PrinterLogic. These recommendations should be based upon the existing equipment, locations and the features described in this document. Your response must include an implementation schedule and all specifications.

Bidders are requested to submit a price to cover the cost of equipment, software, installation, operating supplies, plus maintenance and support services for JCDH for a three (3) year Enterprise Document and Print Management contract. Pricing will remain firm for the entire three (3) year contract period and is to include all the above listed services, transportation and adequate operator instruction for the duration of this contract.

EVALUATION PROCEDURES

Submissions will be evaluated as acceptable or un-acceptable. Three non-price factors will be evaluated, Management Approach, Technical Compliance and Past Performance. Non-price factors are all of equal importance. Price will be evaluated after non-price factors have been determined acceptable.

The JCDH reserves the right to enter into Agreements without allowing bidders to revise a technically unacceptable quotation or lower price. Therefore bidders should ensure that their submission is of high technical quality and that submitted prices are competitive.

BIDDER CONTACTS

Successful firm will be the only contact with regard to this professional services referenced. Proposals will not be accepted from Bidders that sub-contract their work.

TERM

The bid will be valid for a period of a three **(3) year term**. Successful bidder will be notified of ITB award via JCDH's Notice of Award letter and the approved Standard Addendum to Bid Agreement Contract.

AWARD

Award will be made in whole to the lowest and best service capabilities responsible bidder provided the Bidder meet all requirements and specifications required by the JCDH.

PRICE

Price will remain firm for the entire duration of the bid period. Price is to include **all** related fees to include; cost of equipment, software, installation, operating supplies, plus maintenance and support services. Invoice(s) must be itemized and billed after completion.

PARTS & SERVICE

Parts and service availability, as considered adequate by JCDH, shall be required on all devices for the duration of the contract. On-site service must be available for equipment bid. Free technical support during normal business hours must be available for the life of the contract.

Bids will only be considered from companies that are authorized sales and service representatives for the equipment which is being offered JCDH for consideration. Proof of authorization must be furnished upon request.

FREIGHT

Price includes transportation, fuel, handling, service, freight charges and deliveries as specified and JCDH will pay no additional fees.

TAX

JCDH is exempt from all tax. However, bidder shall be responsible for any tax that may be levied or assessed by reason of this transaction.

PRE-PAY

No pre-payments will be made prior to shipment.

INTERPRETATIONS

No modification, deviation, substitution or other such changes will be made without Owner's prior written approval. The Jefferson County Department of Health reserves the right to reject any or all proposals submitted and to make the award in the best interest of the Health Department.

RESPONSIBILITY

The bidder assumes, by virtue of its signature on the bid, the responsibility for guaranteeing reasonable satisfaction of the owner. The successful Bidder will be required to assume full responsibility for delivering the services included in the contract. Bidder cannot sub-contract any portion of the awarded contract without the express permission of JCDH.

TERMINATION

The bid may be terminated by Jefferson County Department of Health with a thirty (30) day written notice of cancellation to the other party regardless of reason. Any violation of this agreement shall constitute a breach and default of this agreement. Such termination shall not relieve the Bidder of any liability to JCDH for damages sustained by virtue of a breach by the Bidder.

All equipment in place or in the shop for repair, all software/hardware, all used and un-used cartridges/ink on premises becomes the property of JCDH.

INSURANCE

Bidder shall furnish to the Board upon execution of this Agreement, a certificate of insurance as evidence of adequate professional and public liability insurance insuring Bidder, the Board and Board's agents, servants and employees as additional insured.

REFERENCES

If request, bidder must provide three (3) client references whose work was performed with the same style of units, software and services currently installed; and equipment must be operating satisfactorily. To include the company's name, address, contact name and number.

PERFORMANCE BOND

Successful Bidder will furnish a surety bond equal to the amount of contract at no cost to JCDH to guarantee that all conditions and specifications of this ITB will be fulfilled. Bond will be furnished to JCDH no later than 14 days after requested.

ADDITIONS TO CONTRACT

The JCDH has attempted to list all components related to ITB for that will be required during the term of the contract. However, JCDH reserves the right to add additional products and/or services as needed.

ITB proposals will be rejected if there is reason to believe that collusion exists among the bidders. No participants in such collusion will be considered in future proposals for the same work.

Bidder must have all necessary business licenses as required by the State of Alabama and Jefferson County. All items must conform strictly to the specifications and shall be subjected to evaluation upon acceptance. In the event that any item is deemed unacceptable or not in conformity with the specifications, items will be rejected and items of proper quality as set forth in these specifications shall be furnished in place thereof at the expense of the successful bidder.

INCURRING COSTS

The Jefferson County Department of Health will not be liable for any costs incurred in preparing bid responses. Bidder agrees that JCDH will be charged no more for item(s) bid than any other government agency in the State of Alabama and that in the event of a general price reduction JCDH will receive the benefits of such reduction.

Failure to deliver as specified and in accordance with the ITB submitted, including promised delivery, will constitute sufficient grounds for cancelation of the order and contract at the option of JCDH.

Use of specific names and numbers is not intended to restrict the bidding of any seller and/or manufacturer, but is solely for the purpose of indicating the type, size and quality, material, products, service, or equipment considered best adapted to the JCDH's intended use. Any quantity shown is an estimate and is not a guarantee to buy in this amount.

Proprietary specifications may be waived for functional equivalents offered.

No bidder shall be allowed to offer more than one proposal for the said project. If said bidder should submit more than one proposal for the said project described therein those proposals shall be rejected.

NON-DISCRIMINATION POLICY

The Jefferson County Department of Health follows a policy of non-discrimination. No Bidder with the Jefferson County Department of Health should discriminate on the basis of race, sex, religion, disability or national origin. Failure by the Bidder to carry out these requirements is a material breach of its obligations, which may result in its termination or such other remedy as the Jefferson County Department of Health deems appropriate.

GUARANTEE

Bidder certifies by bidding that he is fully aware of the conditions of service and purpose for which item(s) included in this ITB are to be purchased, and that their offering will meet these requirements of service and purpose to the satisfaction of the JCDH and its Agent.

GENERAL

Jefferson County Department of Health expressly reserves the right to reject any or all bids, or parts of bids, and to make the award on merit or features of design and quality, delivery, and availability of parts and service to the lowest and best service capabilities responsible bidder and in the best interest of the Jefferson County Department of Health.

SPECIFICATIONS/REQUIREMENTS

SERVICE DESCRIPTION

The bidder shall provide maintenance and repair service to all devices that, at a minimum, includes installation, IT/MIS and operational troubleshooting, service orders, preventive maintenance, repairs, including parts and labor, and network connectivity guidance throughout the term of each task order. Additional requirements may be outlined at the task order level.

The bidder shall provide, at a minimum, annual service orders at no charge to JCDH. The annual service orders are a preventive maintenance service for devices covered by this contract to ensure the devices furnished are maintained in good working condition. Such preventive maintenance shall be in accordance with the manufacturer's recommendations and shall be equal to maintenance provided to commercial customers for the same multi-function devices (MFD) or network printers (NP) model.

For service orders placed by the ordering activity, the bidder shall dispatch a technician within _____ minutes (company average of service time) to respond to all devices requiring on-site service. Response time on a service order begins when the order, if placed by phone, is received by the bidder. Service orders received after normal hours of operation shall begin the following business day at 8:00 am. After documentation and proof that a MFD or NP cannot be repaired, the bidder shall provide a temporary device of equal or greater capabilities within twenty-four hours at no additional cost to the ordering activity. After the service order is completed, the service technician shall notify the assigned departmental contact about whether or not service was completed satisfactory. If the original MFD or NP is not repaired within seven (7) calendar days, the bidder shall provide a permanent replacement MFD or NP with equal or superior features and capabilities.

SPECIFICATIONS/REQUIREMENTS

REQUIREMENTS

The following factors will include but not be limited to these items when making a final recommendation.

The bidder shall submit a management plan that describes how it will coordinate ordering, device delivery and installation, consumable delivery, maintenance and repair services, quality control and reporting requirements as required by JCDH.

The JCDH has established the maximum amount they will pay for the goods or services desired. JCDH will pay no more than the cost per page listed in the bidding schedule for each lot to include all costs needed to operate the machine including all supplies and maintenance, except paper and staples. Bidders must provide manufacturer's OEM parts only. Bidders will be responsible for getting the meter readings off each machine and for providing the supplies to each agency. JCDH will not pay the bidder a minimum each month and will only pay for each page printed.

Accurate and complete documentation for all hardware components and software items as well as an adequate operator's manual must be provided for each system. Photo-copied manuals or documents or copies of software diskettes will not be accepted.

Any promotional items offered to the general public during the term of the bid such as rebates, free or discounted software or hardware shall be passed to JCDH.

Successful bidder will be notified of the award via JCDH standard purchase order. Award will be made to a single Bidder as an "all-or-none" basis and the Bidders must provide a bid on all items.

Bidder is required to submit a detailed layout response as shown in the example below.

BID RESPONSE SAMPLE

The following items are examples of equipment, support and software capabilities requested to be considered in your bid response. These examples are by no means exhaustive, but are representative of the type of innovation we would hope your response would include.

- Should integrate seamlessly into our Ethernet network based upon Windows 8.1, Windows 10 and Office 2016, and other future upgrades, and TCP/IP protocol.
- Multi-function devices capable of printing, copying, faxing and scanning.
- Ability to submit documents from PC desktop.
- Scan documents to e-mail, email distribution list, file (PC desktop or server), or fax.
- Secure print capability from PC desktop.
- Ability to serve as standard fax machine or integrate with a LAN faxing solution such as Right Fax.
- Ability to store, retrieve and share documents.
- Ability to manage users of equipment. Control which devices and functions user can access.
- Ability for user to add desktop/personal printer.
- Reporting capability for service level agreement.
- Tutorial available for employees on proper use of equipment.
- Regular cleaning and preventative maintenance and replenishment of supplies, excluding paper.
- Services related to planning, staffing, implementation, scheduling, etc.
- Submit references for services rendered less than two (2) years in the Birmingham area.

- Work with Xerox Scan-flow, create templates and place into Xerox Docu-share and email
- Should have an Enterprise Print Management software such as PRINT LOGIC.

Covers approximately 148 networked MFP's and printers (subject to change over time):

- A3 – 18
- A4- 130
- Single Function – 110
- Multi-Function – 38
- MICR – 15
- Color – 9
- Mono – 139

Approximate monthly volume across all devices (subject to change over time):

- Black – 365,000 pages
- Color - 38,000 pages

Service must include at no additional cost:

- All supplies except staples and paper (ink, toner, imagine drums, etc.)
- All parts and labor for repairs
- Incremental (net new) devices in all categories as required
- Replacement of problematic devices
- Installation, setup and training as required
- Device Management software
- Guaranteed response time with recourse
- Quarterly reports to include volumes, cost, service calls, installed equipment and response times

Invoicing by department must include:

- Machine
- Department name
- Color and Black image volume
- Color and Black cost

Term: Cancellable on demand with no minimum volume commitment

Pricing: Cost per page only, one price for black images and one price for color images

Please supply documentation or specification data sheet for each configuration bid that will provide an adequate basis for determining the quality and functional capabilities of the products, software and services offered.

**BID FORM FOR ITB #20-07-14
DUE: Friday, July 17, 2020
TIME: 10:00 a.m.**

Hazel Collins
Purchasing Agent
Jefferson County Department of Health
General Services Annex Building
401 14th Street South
Birmingham, AL 35233

Submitted below is my firm bid for specified services in accordance with your ITB #20-07-14.

ATTACH THIS SHEET AS COVER SHEET TO YOUR PROPOSAL

PRICING COMPONENT	PRICE
Company average service response time on-site	_____ minutes
Cost per impression for all Black & White Impressions	\$ _____
Cost per impression for all Color Impressions	\$ _____
Describe any volume based discounts or pricing incentives that may be available with this bid.	\$ _____

BIDDER INFORMATION

INFORMATION REQUIRED	BIDDER RESPONSE
Toll Free Technical Support Telephone Number (s).	
Federal Employer ID Number (FEIN)	
After receipt of Purchase Order, how many days will it take to implement the contract equipment and begin the contracted services?	

Bidders, as part of any contract or purchase resulting from this ITB, must accept all provisions of this ITB.

Name of Company _____

Please enclose your business card with your bid.

*Bidder acknowledges receipt of _____ addenda. This page must be returned with bid.
(addenda numbers)*

Date of Bid

Name (print legibly or type)

Company

Title

Street Address

Signature

City State Zip

Tax ID Number

Post Office Box (Zip if different from street address)

E-mail Address

Telephone Number

Fax Number

Terms of Payment

Delivery Date

Alabama Law (Section 41-4-116, Code of Alabama 1975) provides that every bid submitted and contract executed shall contain a certification that the Bidder, Bidder, and all of its affiliates that make sales for delivery into Alabama, or leases for use in Alabama, are registered, collecting, and remitting Alabama state and local sales, use, and/or lease tax on all taxable sales and leases into Alabama.

BY SUBMITTING THIS BID, THE BIDDER IS HEREBY CERTIFYING THAT THEY ARE IN FULL COMPLIANCE WITH ACT NO. 2006-557, THEY ARE NOT BARRED FROM BIDDING OR ENTERING INTO A CONTRACT PURSUANT TO 41-4-116, AND ACKNOWLEDGE THAT THE AWARDING AUTHORITY MAY DECLARE THE CONTRACT VOID IF THE CERTIFICATION IS FALSE.