

Request for Proposals

Comprehensive Multi-Functional Copier/Printing Cost per Copy / Copy Management Service Leasing Agreement for the City of Hendersonville, North Carolina

The purpose of this Request for Proposals (RFP) is to obtain pricing for and select a vendor to provide a copy management service to include equipment, accessories and service which includes a cost per copy pricing breakdown for the City of Hendersonville (hereinafter referred to as the "City"). The vendor shall provide the City with a multi-function copier solution based on a fixed price per copy citywide.

The City is requesting pricing for a 60-month term contract. The City will select the term considered to be to the best interest of the City. The awarded vendor shall provide additional equipment as needed and update or replace equipment as requested by the City during the term of the contract at the same rate and within the same term as the original contract.

The contract will be awarded to the vendor deemed to have submitted the best overall proposal on the basis of the factors included in the RFP. This RFP is for all City departments identified in Exhibit A and other City funded departments that may be added in the future. The City may cancel the RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. The award document will be a contract incorporating by reference all the requirements, items, and conditions of the RFP. **The City of Hendersonville reserves the right to reject any and all submittals.**

The City Finance Office will serve as the point of contact for billing, usage reporting and accounts payables. The City IT (Information Technology) Department will serve as the main point of contact in the new contract for requests for equipment security, additions, removals and moves.

I. Procurement Process

A. Timetable:

The City expects to undertake the selection process according to the following schedule:

Release of RFP:	October 1, 2021
Questions Deadline	October 29, 2021, by 5:00 PM
RFP Due Date	November 12, 2021, by 12:00PM
Anticipated Award Date:	December 2, 2021

(Effective date 1/01/2022)

B. Interpretations and Clarifications:

Requests for information or clarification of this RFP must be made in writing and addressed to Angela Reece at the address, fax, or e-mail address listed below, with e-mail being the preferred method of communication. Please reference the RFP page and topic.

Angela Reece, MPA, CMC
City of Hendersonville City Clerk's Office
160 Sixth Ave. E.
Hendersonville NC, 28792
Phone: 828-697-3005, Fax: 828-697-3014
E-mail: areece@hvlnc.gov

All questions must be received by 5:00 PM EST on October 29, 2021. The answers to questions submitted that require a response will be available to all vendors in the form of an addendum via e-mail. The last addendum will be issued no later than 5:00 PM on Friday, November 5, 2021.

C. Submission of RFP:

One (1) original and three (3) paper copies, and one electronic file (by email) of the proposal shall be submitted by Friday November 12, 2021 by 12:00 p.m. to:

Angela Reece, MPA, CMC
City of Hendersonville City Clerk's Office
160 Sixth Ave. E.
Hendersonville NC, 28792
Phone: 828-697-3005
E-mail: areece@hvlnc.gov

- **Proposals should be clearly marked "RFP for City of Hendersonville Cost Per Copy / Copy Management Service Agreement"**
- When received, all proposals and supporting materials, as well as correspondence relating to the RFP, shall become the property of the City of Hendersonville.
Proposals sent by fax will not be accepted.
- Proposals will not be made available to inspect or copy until the contract has been awarded.

- In submitting a proposal, it is understood by the vendor that the City of Hendersonville reserves the right to accept any proposal, to reject any and all proposals as non-responsive and to waive any irregularities or informalities in proposals when to do so is in the best interest of the City.
- Any proposal may be withdrawn or modified by written request of the vendor, provided such request is received by the City at the designated address **prior** to the date and time set for receipt of proposals.
- If a proposal includes any propriety data or information, such data or information must be specifically identified as such **on every page** on which it is found. Data or information so identified will remain confidential to the extent allowed by North Carolina law pursuant to GS 132-1.2 and will be used by City personnel solely for the purposes of evaluating proposals and conducting contract negotiations. The practice of labeling unqualified pages as confidential, including the bid form, may result in a proposal being dismissed from evaluation.
- All proposing firms or individuals shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejection of the proposal. However, the City reserves the right to change the conditions, requirements, and specifications as it deems necessary.
- No proposals will be accepted from any person or organization that is in arrears for any obligation to the City, or that otherwise may be deemed irresponsible or unresponsive by City staff or the City of Hendersonville City Council.
- All prices quoted must be firm for a period of 90 (ninety) days following the proposal deadline to allow for evaluation and a contract award period.
- The cost of preparing a response to the RFP will not be reimbursed by the City.
- All proposals must include all necessary brochures of proposed equipment.
- No agreements with any selected vendor shall be binding until a contract is signed and executed by the City Council or City Manager and authorized representatives of the vendor.

D. Proposal Content:

Proposals should contain the following information:

- Cover letter presenting the vendor's understanding of the project, a summary of the approach to be undertaken to perform the services, as well as a summary of the costs to provide the services. It must be signed by an individual authorized to execute binding legal documents on behalf of the vendor and include the name, address, telephone number and fax number of the vendor along with the name, title, address, telephone, and fax numbers of the executive that has the authority to contract.

- Identify the dedicated Company Point of Contact that will serve the City.
- The vendor shall submit an executive summary, which shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the proposed services. The summary should also highlight aspects of the proposal which make it superior or unique in addressing the needs of the City.
- Vendor shall provide a concise description of the company, including origin, state of incorporation, background, and current size. Include information concerning experience with similar Cost per Copy or Multi-Function Machine projects. In addition, please describe why you feel that your services, from a technical and functional perspective, are the best fit for the City.
- Describe how your organization shall fulfill the City's requirements for a program designed to meet the current and future needs.
 - a. Define each model of machine proposed including:
 - Manufacturer
 - Model
 - Minimum number of impressions per month acceptable to keep machine in place
 - Maximum number of impressions per month for this machine
 - Picture of the proposed device
 - b. Describe how changes to the contract including machine additions and deletions would be handled administratively and operationally.
 - c. Identify the page count. What page size is one total ink coverage "tic", what is more than one?
 - d. Describe the approach your company will take to training end users on the equipment and how customer service will be provided.
 - e. Describe the approach your company will take to implement the equipment across the City.
 - f. Describe the approach your company will take for supplies replenishment. Where is the location of the main warehouse for supplies? What is the guaranteed turn-around time for items that have to be ordered?
 - g. Describe the approach your company will take to resolve service issues with equipment under the contract.
 - h. Describe the company's practices to ensure City data is not compromised in a shared network environment.
 - i. Describe how your scanning solution will work.
 - j. Describe how your faxing solution will work.
 - k. Describe how your network printing solution will work.
 - l. Describe the security features of the products you are proposing in relationship to denying access to the City's network for each of the functions it performs.

E. Pricing

The City is requesting a fixed cost per copy price contract for both black & white and color copies and any other cost associated with the contract. The vendor should complete each of the proposal terms included in this proposal.

Requirements:

- Upgrades and requested options shall be specifically identified the first month of the addition to the City invoice
- No third-party leasing or billing will be acceptable.
- Any supplies not covered in the maintenance contract will be billed separately by department
- All additions later in the contract term will be at the same price, term, and conditions of the original award.
- The vendor must identify in the proposal all occasions when charges are not covered by the contract and present a proposed range of charges.
- The vendor may not increase the cost per copy rate at any time during the contract. However, the vendor may at any time evaluate the usage and offer a lower rate or lower the rate based on technology standard.

II. THE SELECTION PROCESS

A. Purpose:

- The purpose of the RFP is to select a vendor to provide new multi-function digital copiers to the network of City departments and manage the ongoing copy/print cost within City departments.
- Upon review of proposals, the City will select a single vendor to provide the services sought within the content of this RFP. The City will award a contract to the vendor that submits the best overall proposal, as determined by the City. Negotiations may be undertaken with the vendor whose proposal is the best overall and whose understanding, qualifications, experience, technical approach, and financial terms show them to be qualified, responsible, and capable of providing the services.
- The contract awarded as a result of this RFP will be selected based on the most advantageous to the City and best meets the needs of the City. The contract will not necessarily be awarded to the respondent with the lowest overall cost proposal or lowest overall cost per copy.

B. Selection Criteria:

- Proposals will be evaluated and scored by a committee consisting of information technology personnel and finance personnel on the basis of the following criteria in combination with a scoring matrix:
 - Suitability of proposed items for purpose intended.
 - Ability of vendor and willingness of vendor to modify equipment and processes as needed based on the City's system needs.
 - Ability of vendor to meet the time schedule of the project. Preference will be given to proposals demonstrating an ability to carry out the tasks and responsibilities outlined in the proposal in a prompt and efficient manner.

- Vendor record or performance and integrity. Preference will be given to respondents demonstrating strong capabilities, experience, and reputation in undertakings similar to those described in this RFP.
- Vendor's service record. Preference will be given to respondents demonstrating the ability to respond to maintenance and service tasks and responsibilities outlined in the proposal in a prompt and efficient manner.
 - i. Proposals should outline the respondent's specific responsibilities for installation, operation, maintenance and repair of equipment and systems following installation and should demonstrate the ability of the respondent to provide service on both a routine and an emergency basis.
 - ii. Ability of vendor to show stringent security and data protection processes.
- Overall response to the proposal.
- The City will make a final selection based on the evaluation committee's recommendation and such other factors as the City deems to be in its best interest, which factors shall be recorded.

III. SCOPE OF WORK

The City has been using digital copier/MFD technology in our cost per copy program for five years. The City wishes to remain in a cost per copy type program and open the solicitation to all copy manufactures and brands. The City utilizes Office 365 including, OneDrive and SharePoint Services, Cloud Services. The vendor should consider user-friendly functionality, integration with online services found in Office 365, supplies replenishment, practiced security measures and equipment service as critical components of the RFP. Multi-function machines will be right sized as deemed appropriate by the City Point of Contact and the Vendor during the term of the contract.

The City desires to standardize the copier models used in the 5-year contract award. A reasonable recommendation should include four levels of copy machines in color capable machines, and four levels in black and white only machines. The large departments, such as Community Development, may make black and white copiers available for staff, with only a couple of strategically placed color copier models in the administrative areas. It is preferred that copiers share the same drivers, at least within the two categories of color and black and white.

Enterprise-wide licenses for any software or hardware required to perform copy, print, scan, and fax functions must be included in your pricing structure so that all City employees can utilize the devices without additional software costs. It is expected that all multi-function machines will be connected to the respective networks and that all employees will utilize them. Any software or hardware necessary for all employees to utilize all aspects of the equipment must be included in your proposal.

If your solution requires any additional servers or computer hardware, it must be included in your proposal and pricing structure and should be clearly identified as additional equipment required for your solution. All such proposed equipment will be reviewed and must be accepted by the IT (Information Technology) Department.

Department count volumes given in this RFP (Exhibit B: One Year Historical Data) are approximate; no minimum number of impressions per machine or for the total contract is implied or guaranteed. Historical volumes are offered to aid in the forecasting of equipment needs and the cost of fulfilling the contract.

The City will provide electrical service and network wiring for equipment installed at the beginning of the contract. All locations that may need the 20 amp outlet must be identified within the RFP response. The appropriate City Point of Contact must approve in writing, all new equipment installations requiring any changes to monthly charges for the City. If the City requests a change in equipment requiring changes in electrical outlets, the cost to perform the electrical work of network connection will be the responsibility and expense of the City.

It is essential that the vendor understand the needs of the City departments will change over the contract period. The successful vendor must reflect a plan for moving and changing equipment to meet these changing needs as they occur without significant impact to the City's overall cost for the services. The City must have the ability to add or delete machines from the contract and modify machine requirements as our internal needs change over time.

The vendor is solely responsible for maintaining and servicing all equipment installed at the City and seeing that all features of the machine are in working order at all times during the term of the contract with the City.

Ease of management of the copier fleet is desired. At minimum, priority recommendations are:

- A single management console is desired for device management and troubleshooting.
- Minimal driver diversity
- Support for diverse end user devices including Smartphone, tablet, Windows, Apple
- Automated alert and reporting capability for problems, maintenance, and usage

The awarded vendor shall be responsible for replacing the present equipment with minimal disruption to City operations. Should the awarded vendor be other than the current provider, the awarded vendor must work with the current contract provider and City IT to establish a phased and coordinated change out of equipment schedule. It is imperative, City departments retain copy/scan/fax function during the change out process.

A. Multi-Function Machines

- Proposals that give the City flexibility in changing machine size and requirements easily and without additional cost during the term of the contract will be given priority.

- All machines installed at the beginning of the contract must be new machines and all machines are to be current retail models and digital with the latest technology. A “new” machine is defined as newly assembled for first-time use with new components and manufactured with six months of the date of the contract award. No factory-refurbished machines will be accepted. City departments may request new machines without limitation on the number or type of proposed machines during the term of the contract.
- All equipment added to the contract after the Effective Date must be approved in advance by the City and recorded by the IT and Finance Departments. Should the City approve used machines at any point in the term of the contract, the City may request a record of service for each used machine. Machines with a history of maintenance problems will not be accepted. All equipment added during the term of the contract must have a manufacture date no earlier than six (6) months before the effective date of the contract.
- The title (ownership) of each machine will remain with the awarded vendor and never be passed on to the City of Hendersonville. In addition, the City will not be responsible for any taxes other than applicable sales taxes.
- All equipment proposed must have a meter or other device to measure impressions that will be able to be accessed for easy reading. In addition, the user must be able to separate the meter monthly counts by department and B&W and color usage. The equipment console display must signal the user of the need for paper, toner, developer, or of the occurrence of paper jams and/or misfeeds. Controls should also include exposure adjustments for print quality.
- Environmental Saving is desired including reduced energy usage enhanced with timers and sleep mode options as well as the practice of using renewable sourced product parts and consumables.
- Upon the contract award, it will be the vendor’s responsibility to ensure that the equipment proposed for each location is capable of fitting into the space provided, and the voltage supply and electrical plug are adequate for the machines being proposed. Changes of electrical outlets or the addition of network connections will be coordinated with the City Point of Contact as needed at the expense of the City.

B. Device Supplies.

- All supplies, maintenance items, and repair parts relating to equipment proposed in this proposal are the sole responsibility of the vendor, with the exception of paper and staples. All parts supplied by the vendor will be Original Equipment Manufacturer (OEM) for the term of the contract, no generic parts will be allowed.
- The vendor will be responsible for keeping an adequate stock of supplies and repair parts so that no City department has an unreasonable delay in productivity. Discuss the location of vendor warehouses for stock of supplies. If manufactures are not in the USA, include a plan for non-interrupted service to the City in the event of unplanned emergencies and disasters.

- City departments can be serviced on an as-needed basis with no department waiting longer than five (5) days for supplies replenishment after notifying the vendor of low supply volume. It is acceptable for the vendor to supply the departments with extra supplies, if space is available, so that it will not be necessary to service on a daily basis.
- Power cords, surge protectors (if required), network connection cords and any other required cords or connection devices, must be provided for each multi-function machine by the vendor.

C. Scanning

- All multi-function machines under the contract will have the ability to scan documents into a minimum of of:
 - TIFF
 - JPEG
 - PDF
 - Single-pass duplex scanning will be preferable
- It is expected that all multi-function machines with City network access, regardless of model, will have the ability to scan documents at a minimum of 600 x 600 dpi.
- It is expected that all multi-function machines will have the ability to connect to the City's e-mail system user listing via Active Directory and scan to e-mail using any of the file formats listed above.
- It is expected that all multi-function machines will be able to scan to network file shares.
- Scanning functions should be configurable from the network and all devices should include a software package that allows for device management. The vendor should consider user-friendly functionality, integration with other online services found in Office 365 and practiced security measures.
- The ability to scan in color, even from a monochrome-printing multi-function machine is preferred.
- The ability to scan directly to an email is desired. The ability to scan/print from phone or tablet is desired.
- The vendor must include any software or hardware needed to complete the proposed scanning services in their proposal as part of the standard pricing program.
- Discuss scanning options that include the following:
 - i. Preview on the device control panel
 - ii. Editing page order, rotation, etc.
 - iii. Deleting pages in the preview mode
 - iv. Highlighting text for redaction while in preview mode

D. Faxing

- The City would like to have multi-function machines that are capable of sending faxes through analog phone lines.
- It will be preferable for any software necessary to send or receive faxes be integrated into the printer driver.

- All outbound faxing will be provided at no cost to the City. All inbound faxing resulting in a printed impression and any printed fax confirmation page will be an impression for purposes of invoicing under the contract. Each vendor must include any software or hardware needed to complete the proposed fax services in their proposal as part of the standard pricing program.
- The multi-function machine must have a secure fax modem, meaning that it cannot be used by unauthorized individuals to gain access to documents or to the City's network. Please document how the multi-function machines in your proposal are protected from this type of intrusion. Also, please document any security risks.

E. Network Printing

- Each multi-function machine must be able to print documents at a minimum of 600 dpi.
- All network printing to multi-function machines must be invoiced to a specific department by use of account code set up.

F. Security Priorities

- Hard drive sanitization/disposal assurance or turn over to IT

G. Department Charges

Each device must support the ability to program access codes for the purpose of distributing monthly cost at the City level. This capability must be available for both copy and print items. There is additional interest to know if this can be tracked for incoming faxes. The City may consider relaxing this requirement for the smallest model when used only within one department and program.

H. Paper

- All multi-function machines and print devices must have the ability to effectively utilize #4-20 lb. xerographic bond paper and a range of other paper of various weight and finishes, **including recycled paper** with at least thirty percent (30%) post-consumer fiber and envelopes.
- Recommended machines levels must include options in both black and white and color and the ability to accommodate card stock up to 110 lb. paper.
- No equipment may be proposed which requires special or coated paper.

I. Addition of Multi-Function Machines During Installation

Every attempt has been made to identify and correctly determine the copiers in use in City departments, and their capabilities (included list in Exhibit A). However, machines will likely be missed during the preparation of this RFP. The vendor must allow equipment to be added to the contract without any change in the cost-per-impression. Also, some departments may wish to upgrade the equipment they currently have and must be allowed to do so. No machine upgrade will be allowed to take place without the approval of the City Point of Contact.

J. Machine Service

- The vendor must provide a process for machine service and replacement and must meet the requirements of that process and devise and clearly explain their procedure for service and maintenance for all machines. Vendor will devise and clearly explain a Service Call System that will benefit the City and work within the vendor's capabilities. The Service Call System must provide the following at a minimum:
 - Each department will notify the City IT Department by way of entering a trouble ticket within the City system.
 - The IT department will check for network problems that could be affecting the device and if no issues are found IT will contact the vendor, provide a point of contact for the vendor service technician, and provide access and support to the vendor technician.
 - The IT department will track all request by the City and serve as the service/repair point of contact for the City. The IT helpdesk line may serve as a source of contact from vendor and vendor technician back to City IT. At times, designated City staff will serve as the point of contact.
 - The vendor must have at a minimum a service response program that is available from 8:00AM to 5:00PM Monday through Friday. All calls to the vendor placed between 8:00AM to 5:00PM M-F must be answered immediately by a representative of the vendor.
 - The vendor service response shall at minimum include a phone call to the IT technician associated with the initial call within one hour and a technician on site within four (4) hours from the initial call for service.
 - If the service technician cannot repair the machine at the initial service call, a sign must be affixed to the machine giving a date and time the machine will be back in service. The technician must notify the IT tech of the situation and expected follow up.
 - The vendor must address how to cover service for departments that have after hour emergencies (i.e. Police/Fire Department and Emergency Operations).
 - A Service Technician shall be employed by the vendor with adequate training and available time to service the City's needs. A back-up Service Technician must be in place at all times during the contract, at no additional cost to the City, in case of illness or other reasons the assigned Service Technician is not available to meet the needs of the City.

K. Replacement of faulty machines.

Once a copier or printer has been distinguished as a faulty machine or after five service calls for the same problem within a three (3) week period, the machine shall be replaced at the discretion of the City Point of Contact with the same or superior model. Machine configuration must include providing driver installation, migration of existing contacts and fax numbers, as well as setup scan to email and folder.

L. Replacements/delivery of any machines.

Replacements could occur as department needs change. Therefore, all changes, routine or due to faults require coordination with City IT. Scheduling of changes is to be set such that the vendor technician and IT technician are available together. This will enable

testing of the machine to ensure the replacement is set to the needs of the department including special configurations and security codes. It will be essential that the final copier count from removed machines is documented and the starting copier count for the new machine is documented. The vendor shall ship directly to the City any new machines procured under this contract and shall provide training services at no additional costs.

IV. Additional City Requirements

A. Insurances. Contractor shall maintain insurance from companies licensed to write business in North Carolina, with an A.M. Best rating of "A" or higher, and acceptable to City, of the kinds and minimum amounts specified below.

The vendor awarded this contract shall maintain all required insurances as listed below the entire time of the contract.

i. Workman's Compensation Insurance

The successful vendor shall maintain during the life of the contract all Workmen's compensation insurance as is or may be required by Laws of North Carolina.

ii. Automobile Liability Insurance

Insurance for all vehicles used in the performance of this contract must be in place at minimum in amounts of at least \$300,000.00 per person and \$500,000.00 per occurrence for personal injury and wrongful death; and at least \$100,000 for property damage; and medical payment coverage of at least \$5,000.00 per occurrence.

iii. Professional Insurance

Contractor shall also maintain professional liability insurance with minimum limits of \$1,000,000.00 per occurrence, combined single limit for bodily injury and property damage coverage, and shall include premises and operations, independent contractors, products and completed operations, contractual liability, and broad form property damage. The City shall be named as an additional insured on each of said insurance policies. Contractor shall furnish copies of all such policies and all renewals, terminations, and alterations to the City on a current basis.

B. Certificates and Notice of Cancellation. Before commencing work under this contract, Contractor shall furnish City with certificates of all insurance required below. Certificates shall indicate the type, amount, class of operations covered, effective date and expiration date of all policies, and shall contain the following statement:

"The insurance covered by this certificate will not be canceled or materially altered, **except after thirty (30) days written notice** has been received by City".

C. Indemnify the City

Contractor agrees to protect, defend, indemnify and hold the City, and its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, recoveries, costs, charges, and other expenses or liability of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and

character in connection with or arising directly or indirectly out of this agreement and or the performance hereof. Contractor further agrees to investigate, handle, respond to and provide defense for any such claim at his sole expense.

D. Termination of Contract

The City reserves the right to cancel the contract by giving a sixty-day written notice. This is in addition to a fiscal year end cancellation caused by lack of funding. Any cancellation as described herein will not be considered a breach of contract and will not be subject to penalty payments other than removal charges.

V. Administrative Requirements

Many departments currently use color printing and copying. It is desired to maintain the availability in departments to have the color option. The monthly click charge for full color copies and prints will be billed based on the color copy count for that machine. The City must be able to separate the black and white, and color count per machine and department code. The black and white click charge must be the same as all other monochrome photocopiers.

A. Vendor must provide a single designated account manager to work with the City as a point of contact who will have full authority over the contract, equipment and personnel who will be assigned to the City. This individual should have experience in the copier business with a background in service, sales, and management. Also, include the number of additional personnel and their responsibilities who will be assigned to the City.

B. The vendor must provide one invoice in an Excel or Excel compatible spreadsheet emailed to the appointed City Contact. The monthly invoice will include all cost associated with the monthly cycle counts from departments. The invoice shall at minimum include:

1. Invoice number
2. Bill date
3. Department Name and Location
4. Machine serial number and ID number
5. Machine make/model
6. Current meter reading
7. Previous meter reading
8. B/W volume for month
9. Color volume for month
10. Service copy counts performed by vendor (applied as credit)
11. Total month volume
12. Dollar amount for each machine
13. Total of all machines

Request for Proposals Bid Sheet

Comprehensive Multi-Functional Copier/Printing Cost per Copy
Copy Management Service Agreement
City of Hendersonville, North Carolina

Bid furnished by: _____

Address: _____

Telephone #: _____ Fax# _____

Tax ID# _____

I (we) have carefully examined the Bid Information, reviewed the Bid Specifications, and all Addenda and therefore furnish the bid proposal as shown below.

BID PROPOSAL:

(60) Sixty-month contract

Price Per Copy- Black & White: \$ _____ Price Per Copy- Full Color: \$ _____

NOTE: Black & white copies made on color photocopiers will be quoted at the same Price Per Copy rate as the Black & White rate listed above.

(Attach additional sheets if necessary)

Identified cost for billable supplies:

Supply: _____

Specify model: _____ Price: _____

Rates for any previously identified billable labor:

Type labor: _____ Rate: _____

Type labor: _____ Rate: _____

The City will consider additional proposals other than described above if it is evaluated and deemed to be the best interest of the City based on the committee review.

Please attach additional proposals as separate pages added to the bid response. Include both a summary and detail.

Name of Point of Contact dedicated to the City of Hendersonville:

Name Phone Number

Additional personnel and responsibilities who will be dedicated to the City:

Name	Responsibility
_____	_____
_____	_____
_____	_____

References for which you have done business in the last (3) three years
(Preferred consideration for City/City entities):

Name of Contact	Company	Phone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____

Date of Bid Proposal: _____

By: _____
Authorized signature

Printed Name: _____

Title: _____

Address: _____

Phone: _____

Fax: _____

E-mail: _____

**EXHIBIT A
CITY OF HENDERSONVILLE DEPARTMENT COPIERS IN USE**

Location	Model	Serial #	ID #
Site # 2442093			
Community Development Dept.			
100 N King Street	5055C	SC7DE55068	68066
Hendersonville, NC 28792			Color
Site# 2442451			
City Hall	2802A	SCUGF24060	72753
160 6th Avenue E.	2802A	SCUGF23797	72900
Hendersonville, NC 28792	2802A	SCUEF21715	72901
*Includes Current Police	2802A	SCUAF17330	72434
Department Copiers. ** Police	2802A	SCUAF17346	72451
will be moving in September	LEX M3150	S45146PHH374C6	72452
2021 to their own facility	LEX M3150	S45146PHH374C8	72453
which may impact the total	LEX M3150	S45146PHH374CC	72454
number of copiers requested.	LEX M3150	S45146PHH374C7	72455
	LEX M3150	S45146PHH374C4	P4555
	LEX M3150	S45146PHH3G4C8	P5767
	LEX M3150	S45146PHH3G4CX	P5768
	LEX M3150	S45146PHH3FRVK	P5769
	LEX M3150	45147PHH4G3PY	P6710
	LEX M3150	45147PHH4G3R0	P6711
	LEX M3150	45146PHH3XC5M	P4797
	LEX M3250	4600801000KC1	P6865
	4505C	SCFHF47244	72402
			Color
	4505C	SCFHF50566	72748
			Color
	3005C	SCFGF44878	72432
			Color
	LEX 748DE	7526439442T1G	72458
			Color
	2510C	SCNBJ10985	79944
			Color
	3005C	SCFHF46773	72472
			Color
Site# 2442451			
Water & Sewer Customer Service			
145 5th Avenue East	3508A	SCGIF40112	73936
Hendersonville, NC 28792	3505C	SCFAG40382	74117
			Color
Site# 2442452			
Public Works	3505C	SCFHF51783	72430
305 Williams Street			Color
Hendersonville NC 28792	4140C	75288470F39L0	78909
			Color
Engineering	3505C	SCFGF44193	72427
305 Williams Street			Color
Hendersonville NC 28792	4150C	7528705010Y5G	74929
			Color
Site# 2442453			
Fire Station #2	3005C	SCFHF46721	72445
632 Sugarloaf Road			Color
Hendersonville NC 28792	2555C	SC7CE48593	67727
			Color
Site# 2442450			
Fire Station #1	2802A	SCUGF23372	72435
851 N. Main Street			
Hendersonville, NC 28792			

EXHIBIT B CITY HISTORICAL DATA (1 YEAR)

<u>1st Quarter September 2020</u>	
Total Black/White Copies:	74,875
Total Color Copies	31,361
Total Copies Made:	106,236
<u>2nd Quarter December 2020</u>	
Total Black/White Copies:	80,123
Total Color Copies	37,114
Total Copies Made:	117,237
<u>3rd Quarter March 2021</u>	
Total Black/White Copies:	72,901
Total Color Copies	37,969
Total Copies Made:	110,870
<u>4th Quarter June 2021</u>	
Total Black/White Copies:	81,953
Total Color Copies	43,964
Total Copies Made:	125,917