

**PROPOSAL FOR
Public Copy and Print Services with Equipment
Milwaukee Public Library
RFP 18-005
SCOPE OF SERVICES**

I. General Information

The City of Milwaukee acting through the Board of Trustees, Milwaukee Public Library (Board) is seeking proposals from qualified providers for **Public Copy and Print Services with Equipment**. The Milwaukee Public Library (MPL or Library) consists of thirteen buildings: the Central Library and twelve branch libraries located throughout the City of Milwaukee. MPL is a member of the Milwaukee County Federated Library System (MCFLS), which shares an online cataloging system from Innovative Interfaces.

The number of public computers at branch libraries is 523. The Central Library has 158 public computers. MPL libraries provide high-speed wireless connectivity. Average annual copy/print activity from 2014-2016 system-wide is 640,263. The existing contract, which provides public copy and print services at every Milwaukee Public Library location, expires January 31, 2018.

II. Objective

The Library's goal is to contract with a reliable, experienced and responsive firm with a proven record (very good or excellent) of providing high quality public copying and printing services and equipment, for an environment with simple copy and print needs. The new system should integrate with the Library's print management software PaperCut MF and PrinterOn. The proposed equipment configuration should allow for redundancy in print and copy functions as backup for equipment failure and peak demand, and should include two print/copy machines at each of the 12 branch libraries and six machines at the Central Library. Equipment will manage coin, bill and credit card transactions. Services will include money management, supplies, repair and maintenance of equipment.

III. Contract Term

The term of this contract is four (4) years beginning February 1, 2018. The resulting contract may be extended for two (2) additional two-year periods by mutual consent.

IV. Questions and Site Inspections

The Milwaukee Public Library will consider questions from responders regarding the meaning or intent of the RFP or contract documents. All questions must be in writing and submitted to Ms. Jennifer Meyer-Stearns, Assistant Director of Library Operations, by the date specified in the Invitation to Bid. Replies shall be issued by Addenda emails to all parties recorded by the Library as having received the Request for Proposal.

On-site inspections for library locations may be arranged by contacting Ms. Ahnong Vang Schacherer at LibraryProcurement@milwaukee.gov.

V. Proposal Response Date

The Responder's proposal, in its entirety, must be received in the Business Office of the Milwaukee Public Library no later than the date and time shown on the Official Notice. All proposals and accompanying documentation will become the property of the Milwaukee Public Library and will not be returned.

Responders assume the risk of the method of dispatch chosen. MPL assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt. Late proposals will not be accepted nor will additional time be granted to any Responder.

VI. Scope of Services

A. Existing Conditions

1. Equipment

- a. Vendor provides black/white/color multifunction copiers/printers, library card barcode scanner/keypad for copier use, and cash/coin towers at Central Library (four each) and 12 branch locations (one each), and additional stand-alone black/white copiers at four of the 12 branch locations.
- b. MPL provides print release stations consisting of a computer, monitor, keyboard, and library barcode scanner at Central Library (four each) and 12 branch locations (one each), and cash/coin towers for the four additional stand-alone black/white copiers at branch locations.

2. Print and Payment Functions

- a. Current print management software is Pharos UniPrint with MobilePrint, and will be replaced with PaperCut MF and PrinterOn.
- b. Vendor provides payment collection and accounting.
- c. Funds can be added by cash/coin or credit cards to patron accounts and stored in a SQL database.

3. Servicing, Maintenance and Reporting

- a. MPL replaces toner, and provides and restocks paper in copy/print equipment. Vendor reimburses MPL monthly for paper used based on copy quantities.
- b. Vendor is responsible for all other supplies and services.
 - 1) Remotely monitors toner supply and replenishes when needed based on MPL set threshold.
 - 2) Monitors and replenishes change supply in cash/coin towers and refund cashboxes.
 - 3) Troubleshoots and services vendor-owned equipment.
- c. Vendor provides monthly report of print/copy activity per print/copy equipment.

B. Minimum Requirements

1. Equipment

- a. The Central Library should have a minimum of six copy/print stations and each branch library should have two copy/print stations, for a total of 30.
- b. All equipment should take into account space constraints of all library locations and must not have a larger footprint than the Toshiba e-STUDIO2550C Color MFP and TRACSYSTEMS TC6557 coin & bill operated vend station.
- c. Responders should indicate how equipment will comply with current ADA guidelines.
- d. Print & Copy Equipment
 - 1) Configuration of proposed equipment can be stand-alone copiers and printers, or multifunction copiers/printers.
 - 2) Must be able to print both black/white and color documents, with the duplex printing option.
 - 3) Machines should be able to produce letter and legal sized papers, must have drawer locks and do not need to provide finishing capabilities.
- e. Payment Equipment
 - 1) Must accept credit cards, coins and bills in increments of \$1, \$5, and \$10, and provide change.
 - 2) Credit card terminal must be fully PCI compliant and on its own secure network.

2. Print and Payment Functions

- a. Customers must pay for individual print/copy jobs at time and point of service. System does not allow customers to store balances on accounts, library cards, or stored value cards.
- b. Vendor must provide payment collection and accounting.

3. Servicing, Maintenance and Reporting

- a. Vendor is responsible for servicing, maintaining and upgrading all equipment. Vendor must have a very good or excellent performance history. Vendor must be an authorized service representative for the brand/type of equipment that is being proposed. Vendor's service personnel must have certification from the manufacturer for servicing the proposed equipment. Service technicians should have a typical response time of up to 4 hours during library public service hours, including weekends. The current hours of all locations are listed at http://www.mpl.org/hours_locations/?hours=all.
- b. Regular maintenance should take place during non-public services hours.
- c. Vendor provides all necessary supplies, including back-up toner cartridges and waste bottles, to prevent service interruptions.

- d. Vendor maintains coins & bill supply with a frequency that prevents service interruptions.
- e. Proposals should clearly describe vendor's process for their money management reporting system. Vendor must provide monthly reports to MPL's Business Office, indicating printing and copying activity and revenue collected.

4. Implementation, Transition and Training

- a. The proposal should include a thorough transition plan, including project planning, ordering equipment, installation of equipment and integration of existing print management software.
- b. Provide a description of and timeline for staff training that will be offered at each location prior to installation of equipment.
- c. Transition plan should be smooth and include running parallel systems through transition for no service interruption to library customers.
- d. Indicate personnel that will provide training.

C. Preferred Optional Equipment

All-in-one secured print release station and payment kiosk

- 1. Secured print release station, including equipment that would allow customers to scan library barcodes in the CodaBar symbology and manually enter library card numbers.
- 2. Payment equipment must meet all requirements listed in Section "Scope of Services, Minimum Requirements, Equipment, Payment Equipment."

VII. Proprietary Proposal Material

Any information contained in the proposal that is proprietary must be clearly designated. Marking the entire proposal as proprietary will be neither accepted nor honored. If any information is marked as proprietary in the proposal, such information will not be made public.

VIII. Customer References

Responders are required to submit with their proposals the names of at least three (3) public and/or private organizations for whom they are providing services similar to those described in this Scope of Services. References must include a contact name, phone number and email address.

IX. Financial Stability

Following review of all proposals, the Milwaukee Public Library Director may request proof of financial stability from the Proposer. Such proof can take the form of a copy of its most recent audited, or compiled, financial statement, a bank reference or a credit rating.

X. Expected Agreement

The successful Proposer will be expected to enter into an agreement on the form prepared by the City of Milwaukee, which is substantially the same as the Request for Proposal, Scope of Services and Standard Terms and Conditions. In no event is Proposer to submit its own standard terms and conditions as a response to this RFP.

XI. Insurance

The Consultant shall be solely responsible to meet consultant's insurance needs as required by the City during the terms of this Contract or any extension thereof. A Certificate of Insurance in the form specified in Attachment 3 shall be provided to the City by the successful Responder as an additional insured in the following types and amounts:

Worker's Compensation	Statutory
Professional Liability	\$1,000,000 per occurrence

XII. Termination for Cause

If through any cause the Accounting Firm shall fail to fulfill in a timely and proper manner its obligations under this contract, or if the Accounting Firm shall violate any of the covenants, agreements, or stipulations of the contract, the Milwaukee Public Library shall thereupon have the right to terminate this contract by giving written notice to the Accounting Firm of such termination as specified in the Standard Terms and Conditions.

XIII. Declaration of Default

The City of Milwaukee reserves the right to declare in default any contract as a result of the Responder's failure to promptly and effectively carry out the provisions of the contract