Section II. Scope of Work

The objective of the Scope of Work is to outline the requirements and general functional areas necessary to perform this contract successfully. This scope of work is intended to generally describe the City requirements for the general work functions necessary to perform the contract. These requirements are not all inclusive. The City is open to proposals with new features, functions, and ideas using MFDs not directly addressed above. Proposers are encouraged to identify and propose enhancements in processes, best practices and MFD technologies that would be advantageous to the City. Any enhanced proposal should be clearly identified as Exhibit B-1 "other" items with optional pricing for information only.

A. The City desires MFDs that are capable of being upgraded, modular in design, have a unified operator interface on machine panels and universal print driver, and substantially complies with the specifications listed in Exhibit A and Exhibit B of this RFP, and are reliable, economical, and have desired environmental accreditation.

B. Vendors shall supply high quality, new and unused MFD digital equipment systems that are being actively marketed. Vendors shall provide for delivery, installation, removal of MFD equipment (that the City has title to), which may include removing the existing MFD equipment that was not procured under this contract, all consumables, (other than paper and staples but include optional pricing for staples), end-user training, software & licenses, maintenance, technology upgrades, Model Succession Planning, reporting, and electronic billing.

C. Vendors shall have a service network and technical staff that will provide a superior level of maintenance and support on all of the vendor's MFD equipment leased/rented/owned by the City.

D. Vendors shall provide analyses, products and services that will support the office, workgroup and production environment in the efficient creation, management, production and distribution of documents for the life of the contract. This includes analysis and recommendations for maximizing the use of existing resources, placement of MFDs to replace existing resources, and coordination of MFDs with the City's data network and telecommunications infrastructure, as specified in Exhibits A and B of this RFP.

E. Vendors shall provide web-based technologies that will improve processes and make documents more accessible by enhancing existing Inter/Intranet capabilities, such as on-line meter reading, on-line invoice reconciliation, on-line supply ordering, on-line service requesting, scan to email, and maintenance notification. The City does ***not*** desire that the selected vendors become or engage an Internet service provider for the City.

F. Vendors shall provide MFD management software enabling on-line reporting, in real time, that includes the ability to run a variety of tracking, usage, and performance reports. Vendors will be required to report quarterly the performance of each lease, rental unit or unit under maintenance, to the City with every unit accounted for via a serial number.

G. Vendors shall establish and maintain, through periodic updates, a "real-time" on-line catalog of MFD equipment along with City pricing for use by City departments. All contract pricing shall remain the same or less for the contract period.

H. Vendors must agree to Model Succession (replacing units offered with succeeding models of equal functionality). Pricing shall remain as originally contracted or less. Model succession will have equal or better functionality and equal or lower pricing as originally established in any lease. Vendors shall make available to the City the newest available technology and upgrade existing leased units as requested during the term of the agreement. All required software and licenses needed to operate the MFDs as contracted and to remain legally compliant shall be included in MFD equipment prices.

I. Vendors are expected to engage in a Service Level Agreement (SLA) as agreed to in Appendix B, and/or any contract, which guarantees maximum uptime, service response times, and proper reporting. Liquidated damages may be assessed for failure to meet performance measures. The SLA requirements described in this section are not all inclusive and additional requirements may be identified in the negotiation phase of this event. The vendor is expected to negotiate in good faith towards a mutually satisfactory agreement.

J. Vendors shall provide for the End of Life security measures necessary to ensure that any latent digital information left on any memory device in the MFD equipment will be made secure by eliminating this data prior to the removal of the MFD equipment from any City location.

K. Vendors should comply with the requirements of the San Francisco Environmental Code Precautionary Principle Policy. Vendors should include in their proposal the required documents or information requested in this RFP (additional information in Tab 7) that confirms they will meet the following requirements of this RFP during the contract:

1. Energy Star Compliance
2. Resource Conservation Programs
3. Duplex Operation
4. Toner Cartridge or Toner Bottle Recycling Program
5. RoHS Compliance
6. Emissions Thresholds
7. Recycled Paper Usage

Section V. Stage Two

Tab 1. Introduction and Executive Summary

Submit a Letter of Introduction, Executive Summary of the proposal. Your letter should identify the name, address, telephone number, email of the primary contact person for this proposal, a brief description of your organization, any joint venture or association would be structured or other association of or among suppliers and distributors and the proposed relationship between the parties, and any other pertinent information regarding the Proposer's organization and its ability to perform this contract.

Submission of the letter will constitute a representation by Proposer that Proposer is willing and able to perform the commitments contained in the proposal.

A letter on manufacturer's letterhead signed by a person authorized to represent the manufacturer should be submitted stating that: 1) Proposer is the manufacturer of the full line of new and unused

office MFDs and MFD document delivery systems equipment being proposed or 2) Proposer is authorized and in good standing to provide the manufacturer's full line of new and unused office MFDs and MFD document delivery systems being proposed, and 3) the prices offered in the proposal and throughout the contract term are its "most favored customer pricing" or less. A copy of the dealer agreement is acceptable for (2) above. **The Executive Summary must be signed by a person authorized by Proposer to obligate Proposer to perform the commitments contained in the Proposal.**

Tab 2. Service and Support Capabilities

a. Complete description of the service and maintenance programs including the service and technical organization that will be available to the City for the life of the Agreement as specified in Exhibit A. Also include a description of your maintenance staff's location, training, experience and your anticipated response time.

b. Complete description of the analytical and systems support you will provide to user departments in the analysis and recommendations for optimizing the use of existing resources, placement of MFDs to replace existing resources, and coordination of MFDs with the City's data network and telecommunications infrastructure as specified in Exhibit A. Include in the description your reporting and systems capabilities and list all management reports that will be routinely available to the City upon request.

c. Willingness to commit to negotiate in good faith to establish a Service Level Agreement with Liquidated Damages.

Tab 3. Technical Capabilities

a. Each proposer should provide a completed copy of the Technical Requirements Matrix as shown in Exhibit B of this RFP.

b. Each proposer should propose MFD equipment with the following additional capabilities:

   i. Single pass scan
   ii. A unified operator interface on machine panels and a universal driver for all MFDs offered
   iii. Scan capability
   iv. Universal staple
   v. Easy Web Interface
   vi. Multitask and Job Queue
   vii. Delay print
   viii. Standard finisher

   Please add any other additional capabilities in the section of Exhibit B labeled "Other".

c. Submit complete catalogs showing the MFD equipment that would be in effect during the first year of the agreement. These catalogs should include:

i. An image of the MFD.

ii. MFD make and model number.

iii. Rated copies per minute for copying, printing, scanning and faxing.

iv. MFD lifetime ratings, i.e. maximum expected copies capabilities.

v. Standard and optional sheet paper supply, paper weights and sizes, finishing, stapling, offset, and depleting capabilities.

vi. MFD optimization capabilities. Color Management.

vii. Consumables packaging and waste generation estimates per year.

viii. Consumables usage per year or per MFD model proposed.

ix. All items or functions typically in your MFD model specification proposed.

x. List of software and hardware available to support the management of a MFD fleet that may include up to 1,500 devices from a variety of manufacturers.

xi. All MFD equipment should have, at minimum 10/100mb ethernet RJ45 interface, optional 10/100/1000 mb interface.

Proposer should identify any models offered that do not meet these capabilities and describe alternate features that results in similar capability.

Tab 4. References

The Proposer should at a minimum resubmit the information provided in Stage One from the Minimum Qualifications. In addition, Proposer may add additional details on the three contracts from Stage One and/or provide new information on other references or contracts.

Tab 5. Fee Proposal

1. Proposers must offer their best pricing that they offer to customers of similar volume and requirements. The Proposer upon request shall provide the City with such contracts to demonstrate it is receiving the lowest prices available over the life of the contract.

The City intends to award these contracts to the Proposer(s) that it considers will provide the best overall program services at a competitive cost and may enter into price negotiations to achieve this end. The City reserves the right to accept other than the lowest priced offer.

Leases shall be for terms of 24 months, 36 months, 48 months or 60 months. Short-term rentals shall be on a month-to-month basis and should be for less than twelve (12) months. However, if circumstances warrant the continuance of a rental in excess of twelve (12) months, then succeeding months shall have a lower rental rate. Rental rates will be provided on monthly basis up to 12 months and a discounted rate beyond 12 months.

Proposers should submit pricing for all term periods for each piece of MFD equipment offered as follows:

2. A completed copy of the Pricing Matrix, included as Exhibit D, to be used to evaluate the pricing of each Proposal. The matrix shall show, at a minimum, monthly copy allowances, if any, cost per copy (or per copy above allowance), and applicable quantity ranges for those prices, monthly leasing prices, if any, monthly rental charges, if any, cost to purchase outright, and cost of all optional features. Each proposed device shall have output speed, base configuration, and duty cycle on the matrix. Only one model per band may be specified for price evaluation purposes.

3. Pricing for the lease, rental and purchase shall include delivery, installation and removal, all consumables (Lease and Rental only), except paper and staples, (include an optional price for staples for information) all analyst and customer support services, electronic billing and other reporting, end-user training and End of Life Costs, including data security and removal, etc. Pricing will be calculated including but not limited to leasing costs, click charges, representative set of options.

4. Catalogs that show the most current, as of the date of this RFP, published price lists citing the index or "bench mark" pricing and indicating discounts, if any, and detailed MFD equipment specifications. The proposer shall offer its "most favored customer" pricing. Any future price, MFD equipment changes, or Model Succession shall be in accordance with these same catalogs and price indices unless otherwise agreed to by both parties.

5. Proposers should offer pricing for the following options or scenarios:

   i. Lease extension upon expiration of the initial lease term for a specific piece of MFD equipment. Extension pricing will be a fraction of original price.

   ii. Established process for determining "Fair Market Value" of off lease MFD equipment.

   iii. Upgrades/downgrades of a specific piece of MFD equipment (new model, etc.) during the life of a lease.

   iv. Upgrades to a specific piece of MFD equipment by adding functionality, e.g., adding scanning capability to a MFD not originally configured to provide it.

   v. Manufacturer's promotional pricing during the term of the contract.

   vi. Price decreases on a particular model during the life of a lease.

   vii. Off-hour service rates.

   viii. MFD equipment relocation fees, if any, for transport and setup from one City office to another.

   ix. Copier management capability to minimize color copy usage. (Default is black & white)

   x. Provide Tandem Billing for "high" and "low" usage devices.

   xi. Introduction of new technology during the contract period.

Tab 6. Reports: Hard and Soft Copy

Provide a one page summary and sample of the report you would produce for the City as required in the base line reporting requirements required in Exhibit F.

Additionally, provide samples of the reports which are currently available to customers, such as ordering, billing, payment, usage, maintenance, up time/downtime, location, etc. Provide up to a one

page summary for each report including its purpose, and how it would benefit the City. Indicate which reports are available on line.

Provide a sample and describe any new reports you would be willing to create and what their benefits would be. Limit description to one page per report.

Tab 7. Environmental

Energy Star Compliant

MFD equipment is Energy Star compliant. Proposer's products are on the current list of Qualified Imaging Equipment on the Energy Star website which can be found here: http://downloads.energystar.gov/bi/qplist/image_equip_prod_list.pdf?9e0e-498c . Products have the Energy Star certification label on all models offered. Proposer should indicate in a signed letter that all future MFD models offered under the contract will comply with this requirement.

Resource Conservation Program

Proposer has a resource conservation program. Proposer provides signed letter outlining the proposer's resource conservation efforts including but not limited to equipment recycling and end of life management plan, minimal, recyclable and/or recycled content packaging program, and toxic waste recycling program. The preferred method would be to provide documentation of existing company policies which address ways the proposer's company has achieved pollution prevention, recycling, reuse, toxic waste reduction, and energy and material conservation in the workplace or in manufacturing.

Duplex Operation

Proposer provides MFD equipment that is capable of operating in duplex mode. Proposer sets default to duplex for each machine installed in the City during the life of this contract. Proposer trains City staff on how to operate duplex mode. Proposer provides signed letter on company letterhead stating that all proposed and future MFD equipment is and will be capable of duplex mode, will be installed with the default set to duplex and users will be trained on this operation.

Toner Cartridge or Toner Bottle Recycling Program

Proposer has toner bottles or cartridges that are either 100% recyclable in San Francisco's existing curbside recycling programs or has a cartridge/bottle take back and recycling program for all City end users. Acceptable recyclables in San Francisco are listed here: http://sunsetscavenger.com/residentialRecycling.htm. Toner cartridge or bottle recycling program is outlined and agreed to on signed company letterhead.

RoHS Compliant

Proposer bids MFD equipment that complies with the requirements of the European Union Directive 2002/95/EC Restriction on Hazardous Substances (RoHS Directive). Proposer provides a signed letter on company letterhead stating that the MFD equipment proposed to be provided to the City will comply with this directive for the life of the contract.

Emission Thresholds

Proposer bids equipment and consumables that meet emission rate thresholds as defined in RAL-UZ 122. For each MFD model offered to the City, Proposer provides a full test report demonstrating that the model passes the RAZ-UZ 122 standard test in accordance with ISO/IEC 28360:2007 from a laboratory that is ISO 17025 accredited.

Recycled paper usage

Proposer must provide MFD equipment and service contracts that do not prohibit the use of post consumer recycled paper such as EN12281:2002 "Printing and business paper the City currently uses. Requirements for copy paper, dry toner imaging processes" or equivalent are to be specified in warranties and service contracts. Proposer should provide a signed letter on company letterhead stating that the MFD equipment proposed to be provided to the City will comply with this requirement for the life of the contract.

Tab 8. Decommission and Removal of MFDs-Data Security

Describe in detail the processes by which the City would be assured that a security wipe has been performed removing all data that might be stored in the device, prior to removal of any MFD that has been in City service. Describe the process in detail, and the Proposer's agreement that no MFD would be removed from City service without the written approval of the IT Administrator for the ordering department. Limit to two pages.

Tab 9. Needs Assessment and Analysis

Describe the process and plan you would implement for assessing a department needs and developing a quote that provides optimum efficiency and value to the department. Include a detailed checklist with protocols you would use. Indicate if a different approach would be used for a small, medium or large department. Limit description to three pages and a form or checklist to five pages.

Tab 10. Training and Education Programs

Proposers should provide details of the training and education programs they would provide the City. This should include initial rollout and ongoing systems training programs offered over the life of the Agreement. Training, at a minimum, should be provided on three levels to City staff:

1) Administrative or General Training
2) Key Operator or Department Lead (Train the Trainer)
3) IT Network or IT Administrator

Limit two pages per type of training. The Proposer should also describe ongoing support, online support capabilities and other available resources, if any. Limit two pages.

Tab 11. Scanning Capabilities

Describe the scanning capabilities and options your models offer. What is the machine capable of and how would City staff utilize the functions. Limit to two pages.

What other scanning equipment is available and what offsite scanning services are available.

Tab 12. Unified operator interface and universal driver

The City desires a unified operator interface on the machine panels and a universal print driver on all MDF systems offered. Describe in detail your firm's ability to comply. Limit one page.

Tab 13. Optional Technologies and Solutions

This section should be used to provide information on new technologies and solutions not specifically addressed in the RFP or larger bands, etc. Include innovative methodologies, approaches or best practices in managing a fleet of systems this size. Also, Proposer can provide information on other services, related to MFD operations and support programs that would benefit the City in reducing costs, improving efficiency, and becoming greener. Examples: access to specialized services such as scanning, analysis, document management services, etc.

This area should include optional pricing information, applicable rates, required infrastructure or other cost related information for all listed optional solutions. This is for information only, and will not be scored. But the City reserves the right to negotiate and add these suggested services on a case by case basis.

The City is not interested in printer maintenance on this solicitation.

Tab 14. Bid Security or Bid Bond

Each submittal for Stage Two, Submittal of Written Proposal **must** be accompanied by an original bid bond, or money order, or a cashier's check or certified check in the amount of Ten Thousand Dollars ($10,000) payable to the City and County of San Francisco, to guarantee the filing of Performance Bond and Insurance Certificates, and proper execution of the contract. **Personal or company checks will not be accepted.** Any proposal submitted without the proper bid security shall be determined to be non-responsive and result in the rejection of the proposal. After the successful proposer has properly executed all requirements or the City has rejected the proposal, all bid proposal securities, except those that may have been forfeited, will be returned to the respective proposers whose proposals they accompanied. **Proposer must supply the required bid bond to be responsive**.

Tab 15. First Source Hiring

Proposer must comply with all First Source Hiring requirements. Proposer should include a letter on the proposer's letterhead stating that they will notify the First Source Hiring Program of available entry-level jobs as required by Administrative Code Chapter 83.

Example: Signed letter on company letterhead stating that the proposer will notify the First Source Program of available entry-level jobs.

Tab 16. Disability Access Checklist

Complete the Disability Access Checklist (Exhibit C).

Tab 17. Other Documentation

Provide any other documentation that may be required in the RFP and any additional information Proposers may wish to include.