

**3, 4, or 5 year Lease and Service Contract for Color Copiers**

**Request for Proposal**

**Lease and Service Contract**

**Multifunction Copiers**

**Sara Hightower Regional Library**

**System**

**February 15th, 2025**

**REQUEST FOR PROPOSAL**  
**Lease and Service Contract for Color Copiers**  
**Sara Hightower Regional Library System**  
**All branches**  
**Rome – Cave Spring – Cedartown – Rockmart – Chattooga - Trion**

Rome-Floyd County Library, headquarters of the Sara Hightower Regional Library System (hereafter: SHRLS) invites proposals from qualified and experienced companies that will provide full-service copy/scanner/print/fax equipment and managed print services. Service Start Date will begin early April 2025.

**Background Information**

SHRLS requires three (12) Multi-function Printers (hereafter: MFCs) 4 in Rome, 2 each in Cedartown, Rockmart and Chattooga branches, and 1 each in Trion and Cave Spring. Besides the lease on the copiers, we will need a service contract on the copiers to include on-site service and OEM toner.

**Addresses**

Rome-Floyd Branch 205 Riverside Parkway NE Rome, Georgia 30161	Rockmart Branch 316 N Piedmont Ave. Bldg. 201 Rockmart, Georgia 30153
Cedartown Branch 245 East Avenue Civic Complex Cedartown, Georgia 30125	Chattooga Branch 360 Farrar Drive Summerville, Georgia 30747
Cave Spring Branch 17 Cedartown Street Cave Spring, Georgia 30124	Trion Branch 15 Bulldog Boulevard Trion, Georgia 30753

# Sara Hightower Regional Library System – RFP for Copier Services

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**Current Environment:** Currently, we have all Ricoh MFCs  
Current Average Monthly volume on those devices is:

Rome – 3000 pages  
Cedartown – 1100  
Cave Spring – 30  
Rockmart – 1100  
Chattooga – 1200  
Trion - 150

## **Equipment and Services required for this RFP**

### **Part I: Equipment**

There are four parts to the print station: 1) The copier – a multifunction printer capable of printing many monochrome and color copies at high speed and 2) The coin-op which handles payment for the Copier, (1 only in Rome which we have). 3) The computer running Print Management software, which we already have as well. Our coin op is an Jamex 9557 series, and we use Libdata for print management. 4) one printer in Rome will be for the headquarters office which is currently a Ricoh MP C3004ex with added Collate and Staple.

The following minimum capabilities are expected on the copiers:

Built-in Ethernet port  
35ppm minimum  
Color and Monochrome  
Fax capability (E-fax preferred)  
Letter, Legal, Ledger and bypass tray  
Scanning to Email  
Scanning to flash drive  
Duplex options  
Printer driver compatible with Google Chrome and or IPP  
Secured Printing options  
Built-in Address book for email

A site visit is recommended. Feel free to visit any time. If you would like to schedule a walkthrough, please contact:

David Daniels  
Technology Department  
706-236-4621  
[ddaniels@shrls.org](mailto:ddaniels@shrls.org)

## **Part II: Service Contract**

The Service Contract portion of the RFP must provide Consumable Supplies and Maintenance Service. Consumable Supplies includes OEM toner, imaging drum kits, waste toner cartridges and whatever replaceable additional parts are needed to maintain the printer shipped in a timely manner.

Maintenance Service includes responsive, scheduled on-site visits to maintain the copiers, including clearing paper jams, replacing imaging drums, fixing copy errors, and other such maintenance to keep the copier operational.

Additionally, Maintenance Service will include a method of reporting page counting for billing purposes and a method of returning used toner to a recycling destination of your choosing at no cost to the Library.

## **Invoicing**

Invoicing will be monthly. The vendor will be responsible for collecting page counting numbers for billing.

## **General Conditions**

This RFP is not a contract offer. Acceptance of a proposal neither commits the Sara Hightower Regional Library System to award a contract to any vendor, even if all requirements stated in this RFP are met, nor limits the library's rights to negotiate in the library's best interests. The Sara Hightower Regional Library System reserves the right to contract with a vendor or vendors for reasons other than just price.

Failure to answer any questions in this RFP may subject the proposal to disqualification. Failure to meet qualifications and requirements will not necessarily subject a proposal to disqualification.

## **Right of Rejection**

The Sara Hightower Regional Library System reserves the right to accept or reject any or all responses to this RFP and to enter into discussion and/or negotiations with one or more qualified vendors at the same time, if such actions are in the best interest of the Sara Hightower Regional Library System. SHRLS reserves the right to reject any or all proposals or parts thereof, as deemed to be in the best interest of the Library.

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## **Cost of Proposals**

Expenses incurred in the preparation of proposals to this RFP are the sole responsibility of the vendor.

## **Proposals for Specific Timeframe**

Bidders may submit proposals for Three, Four, or Five year contracts. They may submit all three or simply one.

## **General Information**

Terms of contract will be: For a three (3), four (4) or five (5) year contract.

If the library becomes insolvent during that time or otherwise cannot continue the lease, there needs to be a buyout plan.

Vendors will provide all necessary equipment, Ethernet cables, Printer Drivers etc. needed for the installation of the copiers.

Vendors will be responsible for all service and maintenance on copiers.

Troubleshooting service will be provided within six (6) hours of reported problem(s) on a 24/7 basis. Refunds will be provided for periods of service outage lasting more than 48 hours.

During the contract period, should lower pricing be provided to another client, the lower pricing must also be provided for contracts with the Sara Hightower Regional Library System.

## **PROPOSAL DELIVERY**

### **Proposal Submission**

Proposals should be submitted in a sealed envelope addressed to the following by mail, delivery service, or hand delivery, no later than **5:00 PM EST, March 18th, 2024**. Proposals must be received at the Sara Hightower Regional Library System Headquarters office by this date and time. No faxed or emailed copies will be accepted.

Send Proposals to:

Proposals can be mailed or physically delivered to:

Copier RFP Proposal c/o David Daniels

Rome-Floyd County Library

205 Riverside Parkway NE

Rome, GA 30161

They will include:

**1. FORM FOR PROPOSAL SUBMITTAL** document on the last pages of this RFP that includes (a) the name of the company, (b) a contact person, (c) names of individuals authorized to negotiate with SHRLS (d) current address (e) telephone number, (g) email address, and (h) the signature of an authorized representative of the Respondent.

**2. PROPOSAL FORM - SIGNATURE PAGE** document on the last pages of this RFP stating you will secure or have secured a bond for this project.

**3. A written plan** that clearly identifies the equipment and services proposed and a detailed description of how the Respondent proposes to implement the plan. Include 3, 4 or 5 year contracts as you prefer (you can do all of them if you like).

All proposals must contain descriptive literature on the proposed multifunction device(s). At least one technical sheet must be provided for each machine model, accessory or option. Manufacturer specifications must specify certified monthly volumes for each machine.

All proposals must contain a technical sheet on the proposed coin op unit including information on the credit card processing company.

All proposals must contain information on how service or maintenance will be contacted as well as average response times.

**4. A minimum of 3 references** that SHRLS can contact for information about Respondent's performance within the past 12 months.

*The main thing we are looking for is clarity and planning.. We want a proposal that we can base an annual budget on and not discover hidden charges or unexpected rate hikes down the line.*

A site visit is recommended. Feel free to visit any time. If you would like to schedule a walkthrough, please contact:

David Daniels  
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## **QUESTIONS**

All questions pertaining to this RFP must be submitted in writing by email to [ddaniels@shrls.org](mailto:ddaniels@shrls.org). Questions submitted up to Wednesday March 12th will be answered in the form of addendum which will be posted to <https://rfp.shrls.org/printer> no later than 5:00pm, Monday, March 17th, 2025.

Bidders are responsible for information, changes, additions, etc., posted in addendum on the library website at <https://rfp.shrls.org/printer>

## **Evaluation Criteria**

Sara Hightower Regional Library System will be evaluating and weighing the following criteria when considering the various Internet Access proposals. These standards are listed in descending order of importance.

Price	40%
How well the plan supports our needs	40%
References and Past History with SHRLS	20%

You may wish to provide three quotes: one for 3, 4 and 5 years respectively. If you only provide one quote, we will average the annual price across the number of years. Plans that support 3 years will be weight better than 5 year plans simply because a 3-year leased copier will break less than a 5-year leased copier. This is part of "How well the plan supports our needs." Similarly, higher-cost copiers will be weighed higher than lower-cost copiers: Xerox, HP and Konica-Minolta make more robust copiers than Sharp and Cannon.

## **INSTRUCTIONS TO BIDDERS**

This RFP document and subsequent addendum pages may be viewed, printed, downloaded from the Internet at <https://rfp.shrls.org/printer>

The Sara Hightower Regional Library System (SHRLS) reserves the right to accept and award a contract to the lowest responsive, responsible bidder. SHRLS reserves the right to reject any or all proposals or any part thereof. SHRLS reserves the right to award a contract or contracts based on evaluation of specific criteria found in these specifications.

Vendors should frequently, during the proposal process, check <https://rfp.shrls.org/printer> for updated information and addendum.

## **QUALIFICATIONS OF BIDDERS**

The Sara Hightower Regional Library System may make such investigations as they deem necessary to determine the ability of bidder to perform the work. SHRLS reserves the right to reject any proposal if investigation of such bidder fails to satisfy the SHRLS that such bidder is properly qualified to carry out the obligations of the contract, and to complete the work contemplated therein.

Bidders may be required to submit the names and addresses of the officers or principals of the Corporation, firm or partnership submitting a proposal. Failure to comply could result in the rejection of such proposal as non-responsive.

All bidders must be prepared to present suitable evidence of their financial standing.

SHRLS has the right to reject any and all proposals from any bidder that is in or contemplates bankruptcy of any chapter or nature. Said bidder must notify the Sara Hightower Regional Library System in writing of any existing condition or knowledge of same.

No verbal instructions or information to bidders will be binding. The specifications will be considered clear and complete unless written attention is called to any apparent discrepancies or incompleteness thereof, before the opening of proposals. Should any written inquiries be received by SHRLS, these inquiries will be answered in the form of addendum and posted for access by all providers. All questions pertaining to this RFP must be submitted in writing by email to [ddaniels@shrls.org](mailto:ddaniels@shrls.org). Questions submitted up to Wednesday March 12th will be answered in the form of addendum which will be posted to <https://rfp.shrls.org/printer> no later than 5:00pm, Friday, Monday, March 17th, 2025.

These addenda shall then be considered a part of these specifications.

The submission of a proposal will be considered as conclusive evidence of complete examination by a bidder of all instructions, specifications, and addenda.

A Proposal Form - Signature Page is provided in these specifications. This form must be used in submitting a proposal, and all pages of the form must be completely filled out, and the whole signed by the bidder.

No proposal may be withdrawn later than 4:00 PM on the day of the opening of proposals. No modifications of any proposals will be allowed after the same is sealed and delivered to SHRLS, however, a bidder may withdraw a proposal before 4:00 PM on the day of the opening of proposals and submit another proposal before the closing date and time. A bidder may submit as many proposals as they desire.



## **FORM OF CONTRACT**

The successful bidder will be required to execute a written contract with SHRLS within five (5) business days after acceptance of proposal or proposals. It is expressly understood and agreed by the bidders that the contractual obligations of SHRLS to the bidders are effective only after the execution of a contract or contracts signed by all parties.

The vendor shall coordinate and provide delivery at no additional fee.

The vendor shall provide end-user training to city staff at no additional fee.

## **SPECIFICATIONS**

1. Equipment offered must be new, unused, current models.
2. Vendors may be required to provide demonstrations of proposed machines prior to selection of award.
3. The multifunction machines shall be delivered, installed and made ready for use by the selected vendor. Lease prices shall include these services:
  - a. The vendor shall coordinate and provide delivery at no additional fee.
  - b. The vendor shall provide end-user training to SHRLS at no additional fee.
4. Multifunction machines will perform to manufacturer's specifications for a minimum of 95% of the time during normal business hours averaged over a three month time frame. Any machine that fails to meet this standard shall be replaced with an equal or better model at no cost to the Library.
5. Vendor will provide routine maintenance and repair services for no additional fee.
6. Service will be furnished to SHRLS between 9:00 a.m. and 6:00 p.m., Monday through Friday. Only fully trained and qualified technicians shall perform the maintenance on the copiers.
7. SHRLS will supply paper and staples for the machines. Vendor shall be responsible for supplying toner and all machine parts and shall include the cost in the maintenance price. All parts and supplies must be Original Equipment Manufacturer (OEM).
8. Proposals must include prices for multifunction machine lease and maintenance (service and supply) cost per copy page. Monthly costs will be based on machine usage and will be billed in arrears; no minimum or maximum number of copies will be specified. Vendor shall bear all costs for labor and parts required to maintain the copy machine in good working order and make all necessary adjustments, replacements, and repairs caused by normal wear and tear.
9. The maintenance price will be fixed for the contract term with no price increase.

10. Equipment and/or material to be furnished shall meet with the approval of the Head of Information Technology Services or designated representative.

### **ADDITIONS OR DEDUCTIONS**

SHRLS shall have the right, without invalidating this RFP or any and/or all contracts, to make additions to or deductions from the work covered by these specifications, and in case such deductions or additions are made, an equitable adjustment of the addition to or deduction in cost shall be made between SHRLS and the bidder, as shown in a written amendment to the contract.

### **PROTECTION BY BIDDER**

All bidders agree to indemnify and hold harmless the Sara Hightower Regional Library System and their representatives from all suits or actions of every nature and description brought against them or any of them, on account of the use of patented or copyrighted appliances, materials, products or processes, and from all legal expenses and costs of suits regarding the same.

Bidders shall obey all Federal, State, County, and City laws or ordinances in any way pertaining to the work, and shall obtain all permits that may be necessary for its performance if required. (a) That in the hiring of employees for the performance of such contract, no bidder, sub-contractor, nor any person acting on behalf of such bidder or sub-contractor shall by reason of race, creed or color discriminate against any citizen of the United States who is qualified and able to perform the work to which the employment relates; (b) Nor shall they in any manner discriminate against or intimidate any employees hired for the performance of the work on account of race, creed or color. House Bill 87, Section 3, E-verify Form.

All bidders shall not assign, transfer, convey, sublet or otherwise dispose of the contract or any part thereof to anyone without the written consent of the Sara Hightower Regional Library System.

### **GENERAL CLAUSES**

#### **RESERVATIONS**

SHRLS reserves the right to reject any or all proposals and also reserves the right to waive any informality in the proposals received.

Any bidder who has demonstrated poor performance during either a current or previous agreement with SHRLS may be considered as an unqualified source and their proposal may be rejected. SHRLS reserves the right to exercise this option as is deemed proper and/or necessary.

### **PROPOSAL FORM**

Attached to these specifications is "Proposal Form-Signature Page" which must be completely filled out and signed by each bidder and included in their RFP submission.

All proposals must be sealed, marked, and delivered in accordance with the instructions in this RFP. Proposals will be opened and read by SHRLS administrative staff, Head of Information Technology Services, and the Library Business Manager at the closing of the due date. Recommendations will be made and the Executive Director may award a contract or contracts as SHRLS deems appropriate.

### **EXEMPTION FROM GEORGIA SALES TAXES**

The Sara Hightower Regional Library System is exempt from Georgia State Sales Tax. Net prices as shown in the proposal shall exclude said State tax amounts. Bidders shall inform all prospective subcontractors and suppliers from whom they expect to obtain services or supplies of the tax exempt status of the Sara Hightower Regional Library System. Following a contract award, an exemption certificate will be furnished by Sara Hightower Regional Library System.

**FORM FOR PROPOSAL SUBMITTAL**

**STATEMENT OF VENDOR'S QUALIFICATION**

To accompany proposals submitted for Copier Services for the Sara Hightower Regional Library System.

Name of Vendor's Firm: \_\_\_\_\_

Name of Company Representative: \_\_\_\_\_

Business Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

When Organized? \_\_\_\_\_

Where Organized? \_\_\_\_\_

Partnership \_\_\_\_\_ Corporation \_\_\_\_\_

Vendor must provide be registered under eVerify for us to use their services:

eVerify name: \_\_\_\_\_

How many years have you been engaged in this business under the present firm name?

\_\_\_\_\_

Please attach to this statement at least three references, including: (name, address, title, phone number and brief description of work performed, including dates of work).

Date: \_\_\_\_\_

Firm Name: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

**PROPOSAL FORM - SIGNATURE PAGE**

Date \_\_\_\_\_

TO: Sara Hightower Regional Library System

This proposal is submitted in accordance with your RFP inviting proposals to be received for the project identified as "Copier Lease." Having carefully examined the RFP, all instructions, specifications, all addenda, and being familiar with the various conditions affecting the work, the undersigned, hereby agrees to furnish all material, perform all labor, and do all else necessary to complete the work in strict accordance with the specifications for price as contained herein.

In the event this proposal is accepted the undersigned is hereby bound to commence and complete all of the work included under this contract in such time and such manner as designated for the various items the bidder has contracted to supply or perform.

In submitting this proposal, it is understood that the unrestricted right is reserved by the Sara Hightower Regional Library System in making the award to reject any and all proposals or parts thereof, or to waive any informalities or technicalities in said proposals.

The undersigned hereby certifies that this proposal is genuine and made in the interest or in behalf of any person, firm or corporation not herein named; that the undersigned has not directly or indirectly induced or solicited any bidder to refrain from submitting proposals, and that the undersigned has not, in any manner, sought by collusion to secure for himself an advantage over any other bidder.

**TOTAL AMOUNT PROPOSAL OPTION:**

Should the contract require a Performance Bond:

\_\_\_\_\_ I will provide a Performance Bond from

Bonding Company \_\_\_\_\_

Name of Agent \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Or I will provide an equal form of surety which is acceptable to SHRLS.

\_\_\_\_\_  
(Print Name)

**Proposal must be signed for Consideration:**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)