

**City of Seattle**

**Request for Proposal**

**RFP No. ITD 3781**

**TITLE: Rental of Multi-Function Devices**

**TABLE 1 – SOLICITATION SCHEDULE**

|  |  |
| --- | --- |
| **Event** | **Date** |
| RFP Issued  | 4/03/2019 |
| Pre-Proposal Conference | 4/16/2019 at 1 PM Pacific |
| Deadline for Questions | 4/30/2019 at 5 PM Pacific |
| Sealed Proposals Due to the City | 5/14/2019 at 3 PM Pacific |

\*Estimated dates

*The City reserves the right to modify this schedule at the City’s discretion. Notification of changes in the response due date would be posted on the City website or as otherwise stated herein.*

*All times and dates are Pacific Time.*

***MARK THE OUTSIDE OF YOUR MAILING PACKAGE INDICATING RFP#: ITD 3781***

 ***NOTE: By responding to this RFP, the Proposer agrees that he/she has read and understands the requirements and all documents within this RFP package.***

# INTRODUCTION:

This is for a 24, 36 or 48-month rental of multi-functional printers (MFPs hereafter). The City intends to execute a contract with two vendors. The City will consider any technology proposed that meets the requirements and specifications.

The City intends to award to the highest ranked Vendor(s) that will assume financial and legal responsibility for the contract. Proposals that include multiple vendors must clearly identify one Vendor as the “prime contractor” and all others as subcontractors

# PURPOSE

In October of 2005, after an extensive RFP process, the City of Seattle, hereinafter referred to as the City, standardized on one specific multifunctional device manufacturer that would be networked on the City system. This standard was necessary in order to maintain the security of the City’s network, reduce overall operating costs, and reduce the time necessary for technology staff to set up on the City network. The equipment chosen was for the multifunctional devices manufactured by Hewlett Packard. The City of Seattle is not specifying Hewlett Packard and will allow any technology that meets the requirements to be considered.

For the purposes of this Request for Proposal, all Vendors must submit their proposal package for renting multifunctional devices which must include providing maintenance and support for same and whatever data collection software is needed. This contract will be for rental equipment only. No purchased or leased equipment will be considered.

An objective is also to reduce the number of stand-alone-equipment and excessive printers in work groups. For the purpose of this RFP all successful vendors must be prepared to and will be required to conduct Customer Needs Assessments to determine how many pieces of equipment (multiple printers in a work area, scanners, faxes, copiers) can be replaced by one MFP.

1. **Background:**

Our contract(s) for the supply and service of MFPs is preparing to expire. The City is returning for a competitive proposal to establish a new contract with new Vendor(s) who can provide MFP equipment and service in a customer friendly, timely manner. If this process is completed early enough, we will begin utilizing the contract with the new Vendor(s) selected before the expiration of the existing contract.

The new vendor is will not assume the existing fleet responsibilities.

**4. OBJECTIVES**

The City expects to achieve the following outcomes through this solicitation:

1. To get a pool of Vendors who will provide equipment and services in a timely fashion to City departments;
2. To provide City departments with Vendors who have skilled service technicians qualified and certified to perform maintenance and repairs to MFP equipment;
3. To get the lowest, fixed, long-term pricing on all currently available equipment with rebate included;
4. To get lowest, fixed, long-term pricing on any newly developed equipment released by the manufacturer and approved by the City after the writing and acceptance of the initial contract, which will be appended to the contract;
5. To establish a contract with Vendors who can provide immediate response to the Customer concerns and issues;
6. To work with Vendors who can provide invoicing set up to address the needs of individual departments and units;
7. To have Vendors who maintain sufficient stock to provide for immediate installation of newly rented equipment, replacement of defective equipment and upgrading/downgrading of equipment in a timely fashion;
8. To have Vendors that are environmentally responsible and who provide for the rebuilding/recycling of supplies and equipment after we're done with them;
9. To have Vendors utilize remanufactured toner or ink that meet OEM and EcoLogo quality and performance standards;
10. To have Vendors that provides a clear escalation policy for the end user, notifying the City when there is a change in personnel in the escalation chain and who follows through until the problem is resolved as defined in item M of section entitled Specifications and Scope of Work.
11. To have “loaner” equipment provided during long-term downtime as defined in item N of the section entitled Specifications and Scope of Work or when equipment must be taken back by the Vendor in order to affect repairs.
12. To receive from each Vendor product and service information as defined in item V of the section entitled SPECIFICIATIONS AND SCOPE OF WORK. Said service to include ongoing training of end users in the proper operation of the equipment.
13. To reduce the number of stand-alone equipment (i.e., fax, copy, printer, scanner) each department has thereby reducing energy consumption.
14. To rid departments of non- “green” equipment.
15. To reduce or eliminate the need for personal printers.
16. To engage vendors which have a significant outreach approach to provide the maximum practicable opportunity for increased participation by minority and women owned businesses.

**5. MINIMUM QUALIFICATIONS**

The following are minimum qualifications and licensing requirements that the Vendor must meet in order to be eligible to submit a proposal. Responses must clearly show compliance to these minimum qualifications. Those that are not clearly responsive to these minimum qualifications shall be rejected by the City without further consideration:

1. Vendor(s) must have successfully performed at least one contract with a public or private agency of similar size to the City of Seattle that has been active for a minimum of five-years, in an environment that is similar to that expected by the City for this contract.
2. Vendor(s) must have a minimum of 3 verifiable manufacturer specialist technicians certified on all offered MFPs (equipment listed in item V in the section entitled SPECIFICIATIONS AND SCOPE OF WORK and includes all future models adopted by the City), serving the downtown corridor specifically the area included in the following parameters: Jackson Street to Seattle Center, 1st Avenue to 6th Avenue, with at least one technician dedicated to the municipal corridor which includes Seattle Municipal Tower, City Hall, The Justice Center, Central Library and City offices in Columbia Tower, and one serving Seattle Center the Parks Building on Dexter, Central Building and Pacific Buildings.
3. The Proposer, if other than the manufacturer, shall submit with the proposal a current, dated, and signed authorization from the manufacturer that the Proposer is an authorized distributor, dealer or service representative and is authorized to sell and service the manufacturer's products. Failure to comply with this requirement may result in bid rejection. This includes the certification to license the product and offer in-house service, maintenance, technical training assistance, and warranty services, including available of spare parts and replacement units if applicable.

# MANDATORY TECHNICAL REQUIREMENTS

1. All devices proposed must be EPEAT certified.

# MINIMUM LICENSING AND BUSINESS TAX REQUIREMENTS

This solicitation and resultant contract may require additional licensing as listed below. The Vendor needs to meet all licensing requirements that apply to their business immediately after contract award or the City may reject the Vendor.

Companies must license, report and pay revenue taxes for the Washington State business License (UBI#) and Seattle Business License, if they are required to hold such a license by the laws of those jurisdictions. The Vendor should carefully consider those costs prior to submitting their offer, as the City will not separately pay or reimburse those costs to the Vendor.

**Seattle Business Licensing and associated taxes.**

1. If you have a “physical nexus” in the city, you must obtain a Seattle Business license and pay all taxes due before the Contract can be signed.
2. A “physical nexus” means that you have physical presence, such as: a building/facility located in Seattle, you make sales trips into Seattle, your own company drives into Seattle for product deliveries, and/or you conduct service work in Seattle (repair, installation, service, maintenance work, on-site consulting, etc).
3. We provide a Vendor Questionnaire Form in our submittal package items later in this RFP, and it will ask you to specify if you have “physical nexus”.
4. All costs for any licenses, permits and Seattle Business License taxes owed shall be borne by the Vendor and not charged separately to the City.
5. The apparent successful Vendor must immediately obtain the license and ensure all City taxes are current, unless exempted by City Code due to reasons such as no physical nexus. Failure to do so will result in rejection of the bid/proposal.
6. Self-Filing You can pay your license and taxes on-line using a credit card [www.seattle.gov/self/](http://www.seattle.gov/self/).
7. For Questions and Assistance, call the License and Tax Administration office which issues business licenses and enforces licensing requirements. The general e-mail is tax@seattle.gov. The main phone is 206-684-8484.
8. The licensing website is [www.seattle.gov/licenses](http://www.seattle.gov/licenses).
9. If a business has extraordinary balances due on their account that would cause undue hardship to the business, the business can contact our office to request additional assistance. A cover-sheet providing further explanation, along with the application and instructions for a Seattle Business License is provided below for your convenience.
10. Those holding a City of Seattle Business license may be required to report and pay revenue taxes to the City. Such costs should be carefully considered by the Vendor prior to submitting your offer. When allowed by City ordinance, the City will have the right to retain amounts due at the conclusion of a contract by withholding from final invoice payments.

An application for a Seattle Business License can be found at <http://www.seattle.gov/Documents/Departments/FAS/Licensing/Seattle-business-license-application.pdf>.

**Mandatory State Business Licensing and associated taxes.**

Before the contract is signed, you must provide the City with your State of Washington “Unified Business Identifier” (known as UBI #) and a Contractor License if required. If the State of Washington has exempted your business from State licensing (for example, some foreign companies are exempt and in some cases, the State waives licensing because the company does not have a physical or economic presence in the State), then submit proof of that exemption to the City. All costs for any licenses, permits and associated tax payments due to the State as a result of licensing shall be borne by the Vendor and not charged separately to the City. Instructions and applications are at <http://bls.dor.wa.gov/file.aspx>

**Permits**: All permits required to perform work are to be supplied by the Vendor at no additional cost to the City.

# STATEMENT OF WORK AND SPECIFICATIONS

1. Vendor must provide the lowest fixed long-term pricing with the City rebate considered on all MFP equipment currently available and approved by the City;
2. Vendor must provide the lowest fixed long-term pricing on any equipment developed and released by the manufacturer to consumers; and that said equipment be approved by the City after the writing and acceptance of the initial contract, which will be appended to the contract;
3. Contracts for placed equipment must be completed and signed before leaving the Customer site, clearly indicating billing and ship to information; ship to information must contain the contact information for the Key Operator of the equipment or designee for meter reads.
4. Vendors and their skilled, certified service technicians must provide MFP rental equipment to all City departments who call upon them.
5. Vendors are required to perform a Customer Needs Assessment to determine what equipment can be replaced by an MFP and which MFP will best serve the customers’ needs once the equipment is replaced. The assessment should include but not be limited to:
	1. What historic monthly volumes are copying, faxing, scanning, printing;
	2. What is anticipated will be future monthly volumes;
	3. What type of products are produced and how will that change in the future;
	4. What type of accessories are in current use;
	5. Are these accessories adequate for their current and future needs;
	6. Are the accessories more than needed currently and in the future;
	7. How many pieces of equipment are currently serving a work unit (up to 20 people);
	8. How many pieces of equipment can be eliminated;
	9. What MFP model will best address the needs;
	10. Is there a need for a stand-alone copier; printer; fax; scanner supported by work volume?
6. The City must approve the content of the Vendor’s assessment tool to ensure it is comprehensive and appropriate to the City’s concerns and policies. The City reserves the right to update the assessment tool over the life of the contract.
7. Vendor will set up duplex copying/printing and black and white as the default mode of operation for all equipment delivered to the City customers at the time of installation at the customer site.
8. Vendors will perform regular and service call maintenance and repairs to all MFP equipment during the City’s regular business hours of 8 a.m. – 5:00 p.m., Monday - Friday: Service technician shall respond by phone to a City caller’s request for service within one (1) hour of receiving the call and indicate time of arrival and/or offer assistance by phone where applicable. The service technician will be on site no later than 4 hours after the initial request is made. If service call is placed after 1:00 p.m., technician will be on site no later than 8:30 a.m. the next morning. Some departments may have unique security concerns.
9. Service technicians must check in and out with the Customer at the site where the service will be performed and provide a status on the equipment when leaving. Any equipment that has to have a part ordered should not be down more than two (2) full working days without the Vendor supplying a loaner. The loaner must have the full functionality of the equipment being repaired.
10. Vendor will provide customer service in a prompt and friendly manner; explanation of service is to be provided upon request by the Customer and should be easily understood by the Customer.
11. Vendor must provide responsive assistance to Customer concerns and issues with resolution to the Customer’s satisfaction;
12. Vendor must provide three verifiable references for like sized companies that can attest to service level and customer relations.
13. Vendor must set up billing to address the needs of individual departments and units;
14. Vendor must maintain sufficient stock of most commonly placed equipment to provide for immediate installation of newly rented equipment, replacement of defective equipment and upgrading/downgrading of equipment in a timely fashion;
15. Vendor must provide a clear escalation policy for the end user when equipment repeatedly fails. This policy must include complete contact information on each level and each level clearly defined. Notification must be provided to the City anytime there is a change in personnel in the escalation chain. Any change in the escalation procedure must be discussed with the City prior to implementation.
16. The Vendor must accept return of equipment and replace with comparable new equipment without penalty or change in contract pricing if:
	1. 3 or more repeated attempts to repair the equipment have been made for the same problem in a 30-day period;
	2. multiple problems occur amounting to three or more service calls in three months or less;
	3. a malfunction persists more than 30 business days;
	4. the equipment is out of service for more than 10 business days without the Vendor removing and providing a loaner.
17. Vendor must provide a license for DCA (Data Collection Agent) for each rental. The Vendor must provide any updates to the DSS software as they are released. The software should be provided to the IT contact for the department receiving the equipment. This should be included in the cost of the rental.
18. Vendors must apply the City’s environmental standards to their business practices and must continue same as long as they are doing business with, or want to do business with, the City. Additional City environmental concerns are addressed in the Environmental Specifications on page 11 of this document.
19. Vendor must make available remanufactured toner or ink meeting OEM and EcoLogo quality and performance standards when and if they become available.
20. Vendor must provide take back services for toner cartridges, staple cartridges and other consumable products provided by or purchased from the vendor.
21. Vendor must be environmentally responsible and provide for the rebuilding/recycling of supplies, accessories and equipment after we're done with them and must provide detail in response to this RFP;
22. Vendor must provide Asset Tags on all equipment. Asset Tags should include the equipment ID number, serial number, and Service/Supply phone numbers.
23. Vendor must be able to provide the currently marketed equipment in all its generations approved and authorized by the City only. An Operator’s Manual for each machine placed is to be supplied to the Key Operator where the equipment is placed at the time of installation.
24. Vendor must be able to provide any optional accessories as indicated on the Offer Sheets for each equipment model, at competitive market prices when requested by the ordering department
25. Vendor must perform set up and installation of equipment at customer site. During installation equipment will be tested and must be in excellent working order before the Vendor leaves. No equipment will be left on the premises if it is not working or damaged and no billing for the equipment will commence until the equipment is installed in excellent working condition.
26. Vendor must deliver and install all accessories at the same time as the base equipment delivery and installation.
27. Vendor must provide initial and ongoing training on basic functions of the MFP to all users when requested by the Key Operator. In the absence of a key operator, training will be provided when requested by the user Customer.
28. Vendor must remove from the customer site any equipment found to be damaged or parts fail to work when installation is attempted; the equipment will be replaced no more than 48 hours with a new piece of equipment (not repaired equipment). A penalty of 10% of the contract pricing will be assessed for equipment replaced no more than 72 hours. Said penalty will increase by 5% for each day past 72 hours. This penalty will be in the form of a reduction in the monthly cost for the equipment for the duration of the contract or a onetime payment from the vendor at the percentages stated.
29. Vendor must be able to set up invoices to each department’s specifications. All information for a machine must be included on the same invoice for the same billing period. Absolutely NO separate invoices for click (copy) charges and equipment charges; other materials ordered not covered by maintenance agreement or warranty should also be billed on the same invoice. Each charge shall be a separate line item.
30. Vendor must provide an updated installation listing of all equipment placed in the City’s departments to the Contracting Services Buyer on the 1st working day of the first month, in the format requested, on the document imbedded on in section entitled Vendor Usage Report. Uniform naming is to be used for department, division, branch, unit and names (etc.).
31. Vendor will meet with the MFP Team, the manufacturer and the City Buyer on a quarterly basis to present installation findings, review outstanding issues, discuss solutions and discuss future installations.

**Test Sample.**

Once the contract is executed, the City may require the successful Vendor to submit a test or sample of all new MFPs produced for purposes of testing in City environment before being determined if acceptable to add to the contract. In the event the equipment demonstrated does not meet performance and/or capability requirements in the opinion of the City, the Vendor is responsible for the removal.

**Permits.**

All necessary permits required to perform work are to be supplied by the Vendor at no additional cost to the City.

**Contract Term.**

This contract shall be for five years, with a five-year extension allowed at the option of the City.

**Not a Mandatory Use or Guaranteed Utilization Contract.**

The City does not guarantee utilization of this contract. The City may provide estimates of use or the value of prior utilization of similar contracts; such information is for the convenience of the Vendor and does not serve as a guarantee of usage under any contract signed as a result of this solicitation. The City reserves the right to multiple or partial awards, to terminate contracts under the conditions named herein, and/or to order quantities based on the needs of the City. These contracts are not intended to guarantee minimum quantities of work to a single Vendor, and are not intended to guarantee a closed list of eligible Vendors for City use.

* The City reserves the right to use other contract sources to obtain these products or services, including such resources as State of Washington Contracts and other public agency contracts that the City of Seattle is eligible to use as a result of an Interlocal Agreement.
* The City may also periodically resolicit for new additions to the Vendor pool, to invite additional Vendors to submit proposals or proposals for award. This may be done periodically at the City option. Use of supplemental contracts does not limit the right of the City to terminate existing contracts for convenience or cause.

**Expansion Clause.**

Any resultant contract may be expanded as mutually agreed, if such expansion is approved by the City Buyer. The only person authorized to make such agreements is the Buyer from the City Purchasing Office of the Department of Executive Administration, City of Seattle. No other City employee is authorized to make such written notices. Expansions must be issued in writing from the City Buyer in a formal notice. The Buyer will ensure the expansion meets the following criteria collectively: (a) it could not be separately proposal, (b) the change is for a reasonable purpose, (c) the change was not reasonably known to either the City or Vendors at time of proposal or else was mentioned as a possibility in the proposal (such as a change in environmental regulation or other law); (d) the change is not significant enough to be reasonably regarded as an independent body of work; (e) the change could not have attracted a different field of competition; and (f) the change does not vary the essential identity or main purpose of the contract. The Buyer shall make this determination, and may make exceptions for immaterial changes, emergency or sole source conditions, or for other situations as required in the opinion of the Buyer.

Note that certain changes are not considered an expansion of scope, including an increase in quantities ordered, the exercise of options and alternates in the proposal, or ordering of work originally identified within the originating solicitation. If such changes are approved, changes are conducted as a written order issued by the City Purchasing Buyer in writing to the Vendor.

**Vendor Usage Reports**.

The City requires that the Vendor provide a report of all installations made in City departments during the contract term including all information listed on the Installation Spreadsheet provided by the City herein. The report shall be updated by the Vendor each month and Vendor shall submit the report to the City Buyer or designated individual on the first business day of the first month of each quarter. The report should reflect all rentals-to-date. The Vendor will use a uniform naming convention in all categories, so the report can utilized as desired by the City. Vendor may add pertinent information they feel would be beneficial to the City.

 

1. **INDEPENDENT CONTRACTOR AND CITY SPACE REQUIREMENTS.**

The Vendor is working as an independent contractor. Although the City provides responsible contract and project management, such as managing deliverables, schedules, tasks and contract compliance, this is distinguished from a traditional employer-employee function. This contract prohibits vendor workers from supervising City employees, and prohibits vendor workers from supervision by a City employee. Prohibited supervision tasks include conducting a City of Seattle Employee Performance Evaluation, preparing and/or approving a City of Seattle timesheet, administering employee discipline, and similar supervisory actions.

Contract workers shall not be given City office space unless expressly provided for below, and in no case shall such space be made available for more than 36 months without specific authorization from the City Project Manager.

The City will not provide space in City offices for performance of this work. Vendors are required to perform work from their own office space or in the field, as appropriate to the work.

1. **BACKGROUND CHECKS**

**Background Checks and Immigrant Status**

Background checks may be required for workers that will be performing the work under this contract, depending on the area that the service technicians are deployed. The City has strict policies regarding the use of Background checks, criminal checks, immigrant status, and/or religious affiliation for contract workers. The policies are incorporated into the contract and available for viewing on-line at: <http://www.seattle.gov/city-purchasing-and-contracting/social-equity/background-checks>

1. **INSTRUCTIONS TO PROPOSERS**

## Proposal Procedures and Process.

This chapter details City procedures for directing the RFP process. The City reserves the right in its sole discretion to reject the proposal of any Proposer that fails to comply with any procedure in this chapter.

## Communications with the City.

All Vendor communications concerning this acquisition shall be directed to the RFP Coordinator. The RFP Coordinator is:

David McLean

206-684-0445

david.mclean@seattle.gov

Unless authorized by the RFP Coordinator, no other City official or City employee is empowered to speak for the City with respect to this acquisition. Any Proposer seeking to obtain information, clarification, or interpretations from any other City official or City employee other than the RFP Coordinator is advised that such material is used at the Proposer’s own risk. The City will not be bound by any such information, clarification, or interpretation.

Following the Proposal submittal deadline, Proposers shall not contact the City RFP Coordinator or any other City employee except to respond to a request by the City RFP Coordinator.

## Contact by a vendor regarding this acquisition with a City employee other than the RFP Coordinator or an individual specifically approved by the RFP Coordinator in writing, may be grounds for rejection of the vendor’s proposal.

## 12.2. Pre-Proposal Conference.

The City shall conduct an optional pre-proposal conference on the time and date provided in page 1**,** at the City Purchasing Office, 700 5th Avenue, Suite 4112, Seattle. Though the City will attempt to answer all questions raised during the pre-proposal conference, the City encourages Vendors to submit questions Vendors would like addressed at the pre-proposal conference to the RFP Coordinator, preferably no later than three (3) days in advance of the pre-proposal conference. This will allow the City to research and prepare helpful answers, and better enable the City to have appropriate City representatives in attendance.

Those unable to attend in person may participate via telephone. The RFP Coordinator will set up a conference bridge for Vendors interested in participating via conference call. Contact the RFP Coordinator at least two days in advance of the conference, to request access by phone.

Proposers are not required to attend in order to be eligible to submit a proposal. The purpose of the meeting is to answer questions potential Proposers may have regarding the solicitation document and to discuss and clarify any issues. This is an opportunity for Proposers to raise concerns regarding specifications, terms, conditions, and any requirements of this solicitation. Failure to raise concerns over any issues at this opportunity will be a consideration in any protest filed regarding such items that were known as of this pre-proposal conference.

* 1. **Questions.**

Questions are to be submitted tothe Buyer no later than the date and time on page 1, in order to allow sufficient time for the City Buyer to consider the question before the bids or proposals are due. The City prefers such questions to be through e-mail directed to the City Buyer e-mail address. Failure to request clarification of any inadequacy, omission, or conflict will not relieve the vendor of any responsibilities under this solicitation or any subsequent contract. It is the responsibility of the interested Vendor to assure that they received responses to Questions if any are issued.

## Changes to the RFP/Addenda.

A change may be made by the City if, in the sole judgment of the City, the change will not compromise the City’s objectives in this acquisition. A change to this RFP will be made by formal written addendum issued by the City’s RFP Coordinator Addenda issued by the City shall become part of this RFP and included as part of the Contract. It is the responsibility of the interested Vendor to assure that they have received Addenda if any are issued.

##  Bid Blog

The City Purchasing website offers a place to register for a Blog related to the solicitation. The Blog will provide you automatic announcements and updates when new materials, addenda, or information is posted regarding the solicitation you are interested in. <http://www.seattle.gov/city-purchasing-and-contracting/city-purchasing>

## Receiving Addenda and/or Question and Answers

The City will make efforts to provide courtesy notices, reminders, addendums and similar announcements directly to interested vendors. The City makes this available on the City website and offers an associated bid blog: [http://www.seattle.gov/purchasing](http://www.seattle.gov/purchasing/default.htm)

Notwithstanding efforts by the City to provide such notice to known vendors, it remains the obligation and responsibility of the Vendor to learn of any addendums, responses, or notices issued by the City. Such efforts by the City to provide notice or to make it available on the website do not relieve the Vendor from the sole obligation for learning of such material.

Note that some third-party services decide to independently post City of Seattle bids on their websites as well. The City does not, however, guarantee that such services have accurately provided bidders with all the information published by the City, particularly Addendums or changes to bid date/time.

All Proposals sent to the City shall be considered compliant to all Addendums, with or without specific confirmation from the Proposer that the Addendum was received and incorporated. However, the Buyer can reject the Bid if it does not reasonably appear to have incorporated the Addendum. The Buyer could decide that the Bidder did incorporate the Addendum information, or could determine that the Bidder failed to incorporate the Addendum changes and that the changes were material so that the Buyer must reject the Offer, or the Buyer may determine that the Bidder failed to incorporate the Addendum changes but that the changes were not material and therefore the Bid may continue to be accepted by the Buyer.

## Proposal Submittal Instructions

* Proposals must be received no later than the date and time specified on the Solicitation Schedule or as otherwise amended.
* Fax, e-mail and CD copies **will not** be an alternative to the hard copy. If a CD, fax or e-mail version is delivered to the City, the hard copy will be the only official version accepted by the City.

## Proposal Delivery Instructions.

###### The Submittal may be hand-delivered or must otherwise be received by the Buyer at the address provided below, by the submittal deadline*.* Please note that delivery errors will result without careful attention to the proper address.

**TABLE 2 –PROPOSAL DELIVERY ADDRESS**

|  |  |
| --- | --- |
| **Physical Address (courier)** | **Mailing Address (For U.S. Postal Service mail)** |
| City Purchasing and Contracting Services Div.Seattle Municipal Tower700 Fifth Ave Ste 4112Seattle, WA 98104-5042Attention: Jason EdensRe: RFP ITD 3781 | City Purchasing and Contracting Services Div.Seattle Municipal TowerP.O. Box 94687Seattle, WA 98124-4687Attention: Jason EdensRe: RFP ITD 3781 |

1. Hard-copy responses should be in a sealed box or envelope clearly marked and addressed with the CPCS Buyer Name, RFP title and number. Submittals and their packaging (boxes or envelopes) should be clearly marked with the name and address of the Proposer.
2. If packages are not clearly marked, the Proposer has all risks of the package being misplaced and not properly delivered*.*

Late Submittals*:*

The submitter has full responsibility to ensure the response arrives at City Purchasing within the deadline. A submittal after the time fixed for receipt will not be accepted unless the lateness is waived by the City as immaterial based upon a specific fact-based review. Responses arriving after the deadline may be returned unopened to the Vendor, or the City may accept the package and make a determination as to lateness.

* 1. **No Reading of Prices**.

The City of Seattle does not conduct a bid opening for RFP responses. The City requests that companies refrain from requesting proposal information concerning other respondents until an intention to award is announced, as a measure to best protect the solicitation process, particularly in the event of a cancellation or resolicitation. With this preference stated, the City shall continue to properly fulfill all public disclosure requests for such information, as required by State Law.

## Offer and Proposal Form.

Proposer shall provide the response in the format required herein and on any forms provided by the City herein. Provide unit prices if appropriate and requested by the City, and attach pages if needed. IProposer shall quote prices with freight prepaid and allowed. Proposer shall quote prices FOB Destination. All prices shall be in US Dollars.

* 1. **No Best and Final Offer.**

The City reserves the right to make an award without further discussion of the responses submitted; i.e. there will be no best and final offer procedure associated with selecting the Apparently Successful Vendor. Therefore, Vendor’s Response should be submitted on the most favorable terms that Vendor can offer.

## Contract Terms and Conditions.

The contract that has been adopted for the City Technology projects is attached and embedded on the last page of this RFP Solicitation. Proposers are responsible to review all specifications, requirements, Terms and Conditions, insurance requirements, and other requirements herein. To be responsive, Vendors must be prepared to enter into a Contract substantially the same as the attached Contract. The Vendor’s failure to execute a Contract substantially the same as the attached Contract may result in disqualification for future solicitations for this same or similar products/services.

Submittal of a proposal is agreement to this condition. Vendors are to price and submit proposals to reflect all the specifications, requirements, in this RFP and terms and conditions substantially the same as those included in this RFP.

Any specific areas of dispute with the attached Contract must be identified in Vendor’s Response and may, at the sole discretion of the City, be grounds for disqualification from further consideration in award of a contract.

Under no circumstances shall a Vendor submit its own standard contract terms and conditions as a response to this solicitation. Instead, Vendor must review and identify the language in the City’s attached Contract that the Vendor finds problematic, state the issue, and propose the language or contract modifications Vendor is requesting. Vendor should keep in mind, when requesting such modifications, that the City is not obligated to accept the requested areas of dispute.

The City may, for informational purposes. request Vendor to submit its licensing and maintenance agreement with Vendor’s response. However, this should not be construed as the City’s willingness to sign a licensing or maintenance agreement supplied by the Vendor. If the vendor requires the City to consider otherwise, the Vendor is also to supply this as a requested exception to the Contract and it will be considered in the same manner as other exceptions.

The City may consider and may choose to accept some, none, or all contract modifications that the Vendor has submitted with the Vendor’s proposal.

Nothing herein prohibits the City, at its sole option, from introducing or modifying contract terms and conditions and negotiating with the highest ranked apparent successful Proposer to align the proposal to City needs, within the objectives of the RFP. The City has significant and critical time frames which frame this initiative, therefore, should such negotiations with the highest ranked, apparent successful Proposer fail to reach agreement in a timely manner as deemed by the City, the City, at its sole discretion, retains the option to terminate negotiations and continue to the next-highest ranked proposal.

* 1. **Prohibition on Advance Payments.**

No request for early payment, down payment or partial payment will be honored except for products or services already received. Maintenance subscriptions may be paid in advance provided that should the City terminate early, the amount paid shall be reimbursed to the City on a prorated basis; all other expenses are payable net 30 days after receipt and acceptance of satisfactory compliance.

* 1. **Partial and Multiple Awards.**

Unless stated to the contrary in the Statement of Work, the City reserves the right to name a partial and/or multiple awards, in the best interest of the City. Proposers are to prepare proposals given the City’s right to a partial or multiple awards. Further, the City may eliminate an individual line item when calculating award, in order to best meet the needs of the City, if a particular line item is not routinely available or is a cost that exceeds the City funds.

* 1. **Prime Contractor**

The City intends to award to the highest ranked Vendor that will assume financial and legal responsibility for the contract. Proposals that include multiple vendors must clearly identify one Vendor as the “prime contractor” and all others as subcontractors.

* 1. **Seattle Business Tax Revenue Consideration**.

SMC 20.60.106 (H) authorizes that in determining the lowest and best bid, the City shall consider the tax revenues derived by the City from its business and occupation, utility, sales and use taxes from the proposed purchase.   The City of Seattle’s Business and Occupation Tax rate varies according to business classification. Typically, the rate for services such as consulting and professional services is .00415% and for retail or wholesale sales and associated services, the rate is .00215%. Only vendors that have a City of Seattle Business License and have an annual gross taxable Seattle income of $100,000 or greater are required to pay Business and Occupation Tax. The City will apply SMC 20.60.106(H) and calculate as necessary to determine the lowest bid price proposal.

## Taxes.

 Washington state and local sales tax will be an added line item although not considered in cost evaluations.

## Interlocal Purchasing Agreements.

This is for information and consent only, and shall not be used for evaluation. The City has entered into Interlocal Purchasing Agreements with other governmental agencies, pursuant to RCW 39.34. The seller agrees to sell additional items at the offer prices, terms and conditions, to other eligible governmental agencies that have such agreements with the City. The City of Seattle accepts no responsibility for the payment of the purchase price by other governmental agencies. Should the Proposer require additional pricing for such purchases, the Proposer is to name such additional pricing upon Offer to the City.

## Equal Benefits.

Seattle Municipal Code Chapter 20.45 (SMC 20.45) requires consideration of whether bidders provide health and benefits that are the same or equivalent to the domestic partners of employees as to spouses of employees, and of their dependents and family members. The bid package includes a “Vendor Questionnaire” which is the mandatory form on which you make a designation about the status of such benefits. If your company does not comply with Equal Benefits and does not intend to do so, you must still supply the information on the Vendor Questionnaire. Instructions are provided at the back of the Questionnaire.

* 1. **Women and Minority Opportunities**

The City intends to provide the maximum practicable opportunity for successful participation of minority and women owned firms, given that such businesses are underrepresented. The City requires all Proposers agree to SMC Chapter 20.42, and will require proposals with meaningful subcontracting opportunities to also supply a plan for including minority and women owned firms.

* 1. **Paid Sick Time and Safe Time Ordinance**

Be aware that the City has a Paid Sick Time and Safe Time ordinance that requires companies to provide employees who work more than 240 hours within a year inside Seattle, with accrued paid sick and paid safe time for use when an employee or a family member needs time off from work due to illness or a critical safety issue. The ordinance applies to employers, regardless of where they are located, with more than four full-time equivalent employees. This is in addition and additive to benefits a worker receives under prevailing wages per WAC 296-127-014(4). City contract specialists may audit payroll records or interview workers as needed to ensure compliance to the ordinance. Please see [http://www.sattle.gov/laborstandards](http://www.seattle.gov/laborstandards), or may call the Office of Labor Standards at 206.684.4500 with questions.

## Insurance Requirements.

 Insurance requirements presented in the Contract shall prevail. If formal proof of insurance is required to be submitted to the City before execution of the Contract, the City will remind the apparent successful proposer in the Intent to Award letter. The apparent successful proposer must promptly provide such proof of insurance to the City in reply to the Intent to Award Letter. Contracts will not be executed until all required proof of insurance has been received and approved by the City.

Vendors are encouraged to immediately contact their Broker to begin preparation of the required insurance documents, in the event that the Vendor is selected as a finalist. Proposers may elect to provide the requested insurance documents within their Proposal.

## Effective Dates of Offer.

Proposer submittal must remain valid until City completes award. Should any Proposer object to this condition, the Proposer must provide objection through a question and/or complaint to the RFP Coordinator prior to the proposal due date.

## Proprietary Materials.

## The State of Washington’s Public Records Act (Release/Disclosure of Public Records) Under Washington State Law (reference RCW Chapter 42.56, the Public Records Act) all materials received or created by the City of Seattle are considered public records. These records include but are not limited to bid or proposal submittals, agreement documents, contract work product, or other bid material.

The State of Washington’s Public Records Act requires that public records must be promptly disclosed by the City upon request unless that RCW or another Washington State statute specifically exempts records from disclosure. Exemptions are narrow and explicit and are listed in Washington State Law (Reference RCW 42.56 and RCW 19.108).

Proposers must be familiar with the Washington State Public Records Act and the limits of record disclosure exemptions. For more information, visit the Washington State Legislature’s website at <http://www1.leg.wa.gov/LawsAndAgencyRules>).

If you have any questions about disclosure of the records you submit with your bid, please contact City Purchasing at (206) 684-0444.

## Marking Your Records Exempt from Disclosure (Protected, Confidential, or Proprietary)

As mentioned above, all City of Seattle offices (“the City”) are required to promptly make public records available upon request. However, under Washington State Law some records or portions of records are considered legally *exempt from disclosure* and can be withheld. A list and description of records identified as exempt can be found in RCW 42.56 and RCW 19.108.

If you believe any of the records you are submitting to the City as part of your bid/proposal or contract work products, are exempt from disclosure you can request that they not be released before you receive notification. To do so you must complete the City Non-Disclosure Request Form (“the Form”) provided by City Purchasing (see attached Form as part of Vendor Questionnaire), very clearly and specifically identify each record and the exemption(s) that may apply, and submit a copy of your records with the specified exemptions redacted. (If you are awarded a City contract, the same exemption designation will carry forward to the contract records.)

The City will not withhold materials from disclosure simply because you mark them with a document header or footer, page stamp, or a generic statement that a document is non-disclosable, exempt, confidential, proprietary, or protected. Do not identify an entire page as exempt unless each sentence is within the exemption scope; instead, identify paragraphs or sentences that meet the specific exemption criteria you cite on the Form. Only the specific records or portions of records properly listed on the Form will be protected and withheld for notice. All other records will be considered fully disclosable upon request.

If the City receives a public disclosure request for any records you have properly and specifically listed on the Form, the City will notify you in writing of the request and will postpone disclosure. While it is not a legal obligation, the City, as a courtesy, will allow you up to ten business days to file a court injunction to prevent the City from releasing the records (reference RCW 42.56.540). If you fail to obtain a Court order within the ten days, the City may release the documents.

The City will not assert an exemption from disclosure on your behalf. If you believe a record(s) is exempt from disclosure you are obligated to clearly identify it as such on the Form and submit it with your solicitation. Should a public record request be submitted to City Purchasing for that record(s), you can then seek an injunction under RCW 42.56 to prevent release. By submitting a bid document, the bidder acknowledges this obligation; the proposer also acknowledges that the City will have no obligation or liability to the proposer if the records are disclosed.

##  Requesting Disclosure of Public Records

The City asks bidders and their companies to refrain from requesting public disclosure of bids until an intention to award is announced. This measure is intended to protect the integrity of the solicitation process particularly during the evaluation and selection process or in the event of a cancellation or re-solicitation. With this preference stated, the City will continue to be responsive to all requests for disclosure of public records as required by State Law. If you do wish to make a request for records, please file a request using the City of Seattle’s Public Records Request Center at <http://www.seattle.gov/public-records/public-records-request-center>.

## Cost of Preparing Proposals.

The City will not be liable for any costs incurred by the Proposer in the preparation and presentation of proposals submitted in response to this RFP including, but not limited to, costs incurred in connection with the Proposer’s participation in demonstrations and the pre-proposal conference.

* 1. **Readability.**

Proposers are advised that the City’s ability to evaluate proposals is dependent in part on the Proposer’s ability and willingness to submit proposals which are well ordered, detailed, comprehensive, and readable. Clarity of language and adequate, accessible documentation is essential.

## Proposer Responsibility.

 It is the Proposer responsibility to examine all specifications and conditions thoroughly, and comply fully with specifications and all attached terms and conditions. Proposers must comply with all Federal, State, and City laws, ordinances and rules, and meet any and all registration requirements where required for Vendors as set forth in the Washington Revised Statutes.

## Changes in Proposals.

Prior to the Proposal submittal closing date and time established for this RFP, a Proposer may make changes to its Proposal provided the change is initialed and dated by the Proposer. No change to a Proposal shall be made after the Proposal closing date and time.

* 1. **Proposer Responsibility to Provide Full Response.**

It is the Proposer’s responsibility to provide a full and complete written response, which does not require interpretation or clarification by the RFP Coordinator. The Proposer is to provide all requested materials, forms and information. The Proposer is responsible to ensure the materials submitted will properly and accurately reflects the Proposer specifications and offering. During scoring and evaluation (prior to interviews if any), the City will rely upon the submitted materials and shall not accept materials from the Proposer after the RFP deadline; however, this does not limit the right of the City to consider additional information (such as references that are not provided by the Proposer but are known to the City, or past experience by the City in assessing responsibility), or to seek clarifications as needed by the City.

## Errors in Proposals.

Proposers are responsible for errors and omissions in their proposals. No such error or omission shall diminish the Proposer’s obligations to the City.

## Withdrawal of Proposal.

A submittal may be withdrawn by written request of the submitter, prior to the quotation closing date and time. After the closing date and time, the submittal may be withdrawn only with permission by the City.

## Rejection of Proposals, Right to Cancel.

The City reserves the right to reject any or all proposals at any time with no penalty. The City also has the right to waive immaterial defects and minor irregularities in any submitted proposal.

## Incorporation of RFP and Proposal in Contract.

This RFP and the Proposer’s response, including all promises, warranties, commitments, and representations made in the successful proposal, shall be binding and incorporated by reference in the City’s contract with the Proposer.

## Non-Endorsement and Publicity.

In selecting a Vendor to supply to the City, the City is not endorsing the Vendors products and services or suggesting that they are the best or only solution to the City’s needs. Vendor agrees to make no references to the City or the Department making the purchase, in any literature, promotional materials, brochures, news releases, sales presentation or the like, regardless of method of distribution, without prior review and express written consent of the City RFP Coordinator.

The City may use Vendor’s name and logo in promotion of the Contract and other publicity matters relating to the Contract, without royalty. Any such use of Vendor’s logo shall inure to the benefit of Vendor.

## Proposal Disposition.

All material submitted in response to this RFP shall become the property of the City upon delivery to the RFP Coordinator.

**12.36 Ethics Code**

Please familiarize yourself with the new code: <http://www.seattle.gov/ethics/etpub/et_home.htm>. Attached is a pamphlet for Vendors, Customers and Clients. Specific question should be addressed to the staff of the Seattle Ethics and Elections Commission at 206-684-8500.



**No Gifts and Gratuities**. Vendors shall not directly or indirectly offer anything of value (such as retainers, loans, entertainment, favors, gifts, tickets, trips, favors, bonuses, donations, special discounts, work, or meals) to any City employee, volunteer or official, if it is intended or may appear to a reasonable person to be intended to obtain or give special consideration to the Vendor. An example is giving tickets to a City employee that was on the evaluation team of a bid you plan to submit. The definition of what a “benefit” would be is very broad and could include not only awarding a contract but also the administration of the contract or the evaluation of contract performance. The rule works both ways, as it also prohibits City employees from soliciting items of value from vendors. Promotional items worth less than $25 may be distributed by the vendor to City employees if the Vendor uses the items as routine and standard promotions for the business.

**Involvement of Current and Former City Employees**

If a Vendor has any current or former City employees, official or volunteer, working or assisting on solicitation of City business or on completion of an awarded contract, you must provide written notice to City Purchasing of the current or former City official, employee or volunteer’s name. The Vendor Questionnaire within your bid documents prompts you to answer that question. You must continue to update that information to City Purchasing during the full course of the contract. The Vendor is to be aware and familiar with the Ethics Code, and educate vendor workers accordingly.

**Contract Workers with more than 1,000 Hours**

The Ethics Code has been amended to apply to vendor company workers that perform more than 1,000 cumulative hours on any City contract during any 12-month period. Any such vendor company employee covered by the Ethics Code must abide by the City Ethics Code. The Vendor is to be aware and familiar with the Ethics Code, and educate vendor workers accordingly.

**No Conflict of Interest.**

Vendor (including officer, director, trustee, partner or employee) must not have a business interest or a close family or domestic relationship with any City official, officer or employee who was, is, or will be involved in selection, negotiation, drafting, signing, administration or evaluating Vendor performance. The City shall make sole determination as to compliance.

**Campaign Contributions (Initiative Measure No. 122)**

Elected officials and candidates are prohibited from accepting or soliciting campaign contributions from anyone having at least $250,000 in contracts with the City in the last two years or who has paid at least $5,000 in the last 12 months to lobby the City. Please see Initiative 122, or call the Ethics Director with questions. For questions about this measure, contact: Polly Grow, Seattle Ethics and Elections, 206-615-1248 or polly.grow@seattle.gov

**12.37 Registration into City Online Business Directory**

If you have not previously completed a one-time registration into the City Online Business Directory, we request you register at: <http://www.seattle.gov/html/obd>. The City Online Business Directory is used by City staff to locate your contract(s) and identify companies for bid lists on future purchases.  Bids are not rejected for failure to register, however, if you are awarded a contract and have not registered, you will be required to register, or you will be added into the system. Women and minority owned firms are asked to self-identify.  If you need assistance, please call 206-684-0444.

**12.38** **Prohibited Contacts.**

Proposers shall not interfere in any way to discourage other potential and/or prospective Proposers from proposing or considering a proposal process.  Prohibited contacts includes but is not limited to any contact, whether direct or indirect (i.e. in writing, by phone, email or other, and by the Proposer or another person acting on behalf of the Proposer) to a likely firm or individual that may discourage or limit competition.  If such activity is evidenced to the satisfaction and in sole discretion of the City Purchasing Manager, the Proposer that initiates such contacts may be rejected from the process.

# Proposal Format and Organization

**General Instructions**:

1. Number all pages sequentially. The format should follow closely that requested in this RFP
2. The City requires One (1) original six (6) copies and one (1) digital copy of the response
3. All pricing is to be in United States dollars.
4. If the City has designated page limits for certain sections of the response. Any pages that exceed the page limit will be excised from the document for purposes of evaluation.
5. Please double-side your submittal
6. The City may consider supplemental brochures and materials. Proposers are invited to attach any brochures or materials that will assist the City in evaluation

**Preferred Paper and Binding**

The City requests a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The City also has an environmentally-preferable purchasing commitment, and seeks a package format to support the green expectations and initiatives of the City.

1. City seeks and prefers submittals on 100% PCF paper, consistent with City policy and City environmental practices. Such paper is available from Keeney’s Office Supply at 425-285-0541 or Complete Office Solutions at 206-650-9195.
2. Please do not use any plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a

binder or folder is essential due to the size of your submission, they are to be fully 100% recycled stock.

Such binders are also available from Keeney’s Office Supply or Complete Office Solutions.

**Proposal Format**

Submit your proposal in the following format and attachments as follows:

**Cover letter. (*optional)***

**Legal Name Verification**: Submit a certificate, copy of web-page, or other documentation from the Secretary of State in which you incorporated that shows your legal name as a company. Many companies use a “Doing Business As” name, or a nickname in their daily business. However, the City requires the legal name of your company, as it is legally registered. When preparing all forms below, be sure to use the proper company legal name. Your company’s legal name can be verified through the State Corporation Commission in the state in which you were established, which is often located within the Secretary of State’s Office for each state. <http://www.coordinatedlegal.com/SecretaryOfState.html>

Data Collection Agent Specifications

Security Protocols

**Vendor Questionnaire:** Submittal of the Vendor Questionnaire is mandatory. The Vendor Questionnaire includes the Equal Benefits Compliance Declaration and the City Non-Disclosure Request that will allow you to identify any items that you intend to mark as confidential

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**Minimum Qualifications**: This response is mandatory. The determination that you have achieved all the minimum qualifications may be made from this page alone; the RFP Coordinator is not obligated to check references or search other materials to make this decision.



**Mandatory Requirements**: This response is mandatory. The determination that you have achieved all the mandatory requirements may be made from this page alone; the RFP Coordinator is not obligated to check references or search other materials to make this decision.



**Data Collection Agent and Security:** This response is mandatory. Proposing companies must submit information regarding the data collection agent being proposed. Information provided must clearly describe how MIB data is being protected and encryption methods used from end to end, both for DCA files and semaphore commands.

**Seller Certification, mandatory**: Attach proof of your reseller certification.

**Offer Sheets:** This is a mandatory submittal. The City will reject proposals that do not enclose Offer Sheets, one for each model listed in item W of the section SPECIFICATIONS and SCOPE OF WORK. Submit your proposal for each machine on a separate Offer Sheet. Make copies of the form embedded provided herein.

The City seeks a rebate from the winning vendor(s).

The City requires that vendors specify a rebate percentage no less than 3% for the total money spent each year. An additional 3% is further required to be specified and may take the form as tiered spending thresholds to incentivize contract usage, increasing the percentage of MFD’s in relation to stand alone devices, online ordering and tracking or other rebate proposals the vendor feels could achieve greater efficiencies for the City. That rebate shall be paid in check to the City of Seattle, City Purchasing Department. The rebate will be provided to the City on the anniversary of the contract, to reflect total expenditures for the 12-month period. The vendor will calculate the amount due and provide supporting documentation with the payment. All monies spent between the City and the vendor are to be considered part of the rebate, unless the vendor can clearly differentiate a spend category that is clearly not associated with the contract. The rebate shall be deducted in evaluation of pricing for the estimated annual spend.



**Customer Needs Assessment:** This is a mandatory submittal. Each vendor must submit a copy of their Customer Needs Assessment tool to be used with each City Department’s Authorized Contract Signer for the determination of customer needs as outlined in item D of the section SPECIFICATIONS and SCOPE OF WORK. Sample of an Assessment tool below which may be customized by the vendor.



**Escalation Policy:** This is a mandatory submittal. Each vendor must supply in writing their escalation process, providing a clear level of escalation that includes the contact information. Said Escalation Policy should include, but not be limited to, all information as laid out in item E of the section SPECIFICATIONS and SCOPE OF WORK

**End of Life Disposal:** This is a mandatory submittal. Each vendor must supply in writing their process for managing equipment and supplies when the City is done with them demonstrating the Vendor’s application of the City’s environmental standards in their business practices. Complete the embedded document provided herein:



**Acceptance & Exceptions to City Contract**: Provide a one-page statement that confirms acceptance of the City Contract (including Terms & Conditions), and represents complete review as needed by the Vendor. If the Vendor has a legal office that must review contract prior to signature, the Vendor must clearly confirm that such review is complete.

If Vendor desires exceptions to the City Contract, attach the City Contract that shows the alternative contract language (print out a version with your suggested new language clearly displayed in a track changes mode). You must provide the alternative language, and not simply list an exception you wish to discuss. You may attach a narrative of why each change is to the benefit of the City and any financial impact. Also attach any licensing or maintenance agreement supplements.

As stated earlier in the RFP instructions, the City will not allow a Best and Final Offer. The City will review the proposed language, and will thereupon either accept or reject the language. The City will then issue a contract for signature reflecting City decisions. Any exceptions or licensing and maintenance agreements that are unacceptable to the City may be grounds for rejection of the proposal.

**TABLE 3 – SUBMITTAL CHECKLIST**

Each complete proposal submittal to the City must contain the following:

|  |  |  |
| --- | --- | --- |
| Cover Letter |  |  |
| Legal Name |  |  |
| Vendor Questionnaire | Mandatory |  |
| Minimum Qualification  | Mandatory |  |
| Data Collection Agent and Security | Mandatory |  |
| Authorized Reseller Certification | Mandatory |  |
| Offer Sheet | Mandatory |  |
| Needs Assessment | Mandatory |  |
| Escalation Policy | Mandatory |  |
| End of Life Management | Mandatory |  |
| City Contract Acceptance & Exceptions |  |  |

## Evaluation Process

The evaluation shall be conducted in a multi-tiered approach. Proposals must pass through each step to proceed forward to the next step. Those found to be outside the competitive range, in the opinion of the evaluation team, will not continue forward to the next evaluation round.

**Round 1: Minimum Qualifications and Responsiveness.** City Purchasing shall first review submittals for initial decisions on responsiveness and responsibility. Those found responsive and responsible based on this initial review shall proceed to Round 2. The Vendor Questionnaire, Equal Benefits and, Minimum Qualifications will also be screened in this Round to determine proposer responsiveness,.

**Round 2 – Proposal Evaluation.** The City will evaluate proposals that successfully pass through the previous Rounds. The City will evaluate proposals using the criteria below. Responses will be evaluated and ranked. Those proposals that cluster within a competitive range, in the opinion of the evaluation team, shall continue.

**TABLE 4 – ROUND 4 SCORING**

|  |  |
| --- | --- |
| Criteria | Maximum Points |
| Proposal  | 600 |
| Pricing  | 400 |
| Grand Total | 1,000  |

**Round 3 Demonstrations/Interviews.**

Seattle, at its sole option, may require that Vendors who remain active and competitive provide a product demonstration in Seattle. Should only a single Vendor remain active and eligible to provide a demonstration, the City shall retain the option to proceed with a Demonstration or may waive this Round. Vendors shall be provided a script and then be scheduled for a full demonstration. If the Demonstration score is not within the competitive range, the City may eliminate the Vendor and discontinue scoring the Vendor for purposes of award.

The Vendor will submit to the Buyer a list of names and company affiliations who will be performing the demonstration. Vendors invited are to bring the assigned Project Manager that has been named by the Vendor in the Proposal, and may bring other key personnel named in the Proposal. The Vendor shall not, in any event, bring an individual who does not work for the Vendor or for the Vendor as a subcontractor on this project, without specific advance authorization by the City Buyer.

|  |  |
| --- | --- |
|  | **Total Possible Points** |
| Demonstrations/Interviews | 200 |

**Round 4 Top Ranked Finalist (Site Visit and Reference Checks)**

**Site Visit:** At the City’s option, City staff may travel to the location of the highest ranked Vendor for an on-site visit and/or to visit identified user site(s) to evaluate real-world use of one or more of the finalist Vendor’s respective solution(s), performance and customer service. The City may elect to visit all top ranked candidates for a site visit, or only those as needed to obtain additional understanding of the Vendor proposal. Such site visits will be used as a reference, on a pass/fail basis. Transportation costs for City staff shall be at the City cost; the City will not reimburse the Vendor for any Vendor costs associated with such visits.

**References:** The City may contact users of the Vendor’s product and services for references. References will be used on a pass/fail basis. A negative reference may result in rejection of the Proposal as not responsible. Those vendors receiving a failed reference may be disqualified from consideration. The City may use any former client, whether or not they have been submitted by the Vendor as references, and the City may chose to serve as a reference if the City has had former work or current work performed by the Vendor. Although the City anticipates completing reference checks at this point in the process, the evaluation committee may contact the client references of the Vendors or other sources in addition to those specifically provided by the Vendor, at any time to assist the City in understanding the product.

**Repeat of Evaluation Steps**: If no Vendor is selected at the conclusion of all the steps, the City may return to any step in the process to repeat the evaluation with those proposals that were active at that step in the process. In such event, the City shall then sequentially step through all remaining steps as if conducting a new evaluation process. The City reserves the right to terminate the process if it decides no proposals meet its requirements.

**Points of Clarification**: Throughout the evaluation process, the City reserves the right to seek clarifications from any Vendor.

**Award Criteria in the Event of a Tie**: In the event that two or more Vendors receive the same Total Score, the contract will be awarded to that Vendor whose response indicates the ability to provide the best overall service and benefit to the City.

1. **AWARD AND CONTRACT EXECUTION INSTRUCTIONS**

The City RFP Coordinator intends to provide written notice of the intention to award in a timely manner and to all Vendors responding to the Solicitation. Please note, however, that there are time limits on protests to bid results, and Vendors have final responsibility to learn of results in sufficient time for such protests to be filed in a timely manner.

**Protests and Complaints.**

The City has rules to govern the rights and obligations of interested parties that desire to submit a complaint or protest to this RFP process. Please see the City website at <http://www.seattle.gov/city-purchasing-and-contracting/solicitation-and-selection-protest-protocols>

 for these rules. Interested parties have the obligation to be aware of and understand these rules, and to seek clarification as necessary from the City.

**Limited Debriefs to Proposers.**

The City issues results and award decisions to all proposers. The City provides debriefing on a limited basis for the purpose of allowing bidders to understand how they may improve in future bidding opportunities.

**Instructions to the Apparently Successful Vendor(s).**

The Apparently Successful Vendor(s) will receive an Intention to Award Letter from the RFP Coordinator after award decisions are made by the City. The Letter will include instructions for final submittals that are due prior to execution of the contract or Purchase Order.

If the Vendor requested exceptions per the instructions (Section 6), the City will review and select those the City is willing to accept. There will be no discussion on exceptions.

After the City reviews Exceptions, the City may identify proposal elements that require further discussion in order to align the proposal and contract fully with City business needs before finalizing the agreement. If so, the City will initiate the discussion and the Vendor is to be prepared to respond quickly in City discussions. The City has provided no more than 15 calendar days to finalize such discussions. If mutual agreement requires more than 15 calendar days, the City may terminate negotiations, reject the Proposer and may disqualify the Proposer from future submittals for these same products/services, and continue to the next highest ranked Proposal, at the sole discretion of the City. The City will send a final agreement package to the Vendor for signature.

Once the City has finalized and issued the contract for signature, the Vendor must execute the contract and provide all requested documents within ten (10) business days. This includes attaining a Seattle Business License, payment of associated taxes due, and providing proof of insurance. If the Vendor fails to execute the contract with all documents within the ten (10) day time frame, the City may cancel the award and proceed to the next ranked Vendor, or cancel or reissue this solicitation.

Cancellation of an award for failure to execute the Contract as attached may result in Proposer disqualification for future solicitations for this same or similar product/service.

**Checklist of Final Submittals Prior to Award**.

The Vendor(s) should anticipate that the Letter will require at least the following. Vendors are encouraged to prepare these documents as soon as possible, to eliminate risks of late compliance.

* Ensure Seattle Business License is current and all taxes due have been paid.
* Ensure the company has a current State of Washington Business License.
* Supply Evidence of Insurance to the City Insurance Broker if applicable
* Proof of certified reseller status (if applicable)
* Supply a Taxpayer Identification Number and W-9 Form

**Taxpayer Identification Number and W-9.**

Unless the apparently successful Vendor has already submitted a fully executed Taxpayer Identification Number and Certification Request Form (W-9) to the City, the apparently successful Vendor must execute and submit this form prior to the contract execution date.

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**Attachments**

For convenience, the following documents have been embedded in Icon form within this document. To open, simply double click on Icon.

**Attachment #1 Insurance Requirements**

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**Attachment #2: Contract & Terms and Conditions**

