PROJECT CHARTER
MANAGED PRINT PILOT PROGRAM

Background
The purpose of this program is to 'right-size' several Departments' printing processes to reduce cost and improve performance. It has been identified in previous attempts to establish a new program that the City of Santa Fe is not following best industry practices.
Key elements have been discovered upon investigation of city-wide practice and day-to-day operation of printing equipment and logistics. They are:

- There are at least 507 units throughout the City which equate to almost 1 machine for every 2.5 employees. Private industry standard is 1 machine for every 7-8 employees.
- Black & White printing costs constitute one-half of the total print cost but 84% of the number of copies produced. The City of Santa Fe is operating best practices with ratios of 5:1 Black & White: Color, however The City is paying far too much for color copies.
- The average cost per page of black & white is 2.618¢.
- The average cost per page of color is 12.849¢.
- The total City monthly cost is $26,263.00 for 440,505 copies, which equates to a cost of 6¢ per page.

Goals
Several goals have been identified for this project.

1. By establishing a pilot program with the 4 Departments, the data and cost savings realized can be used as a guidance tool for implementation by the other departments in the City.
2. Achieve cost savings initially with modest expectations of 15%. Measured in cost per copy analysis through meter monitoring. This is the practice of reading machine copy counts at the beginning and ending of a set period.
3. Reduce IT technician support dramatically to facilitate ITT End User Department staff efficiencies and assignment to more sophisticated work. This would be measured by the number of associated Service Desk calls which are logged electronically. Currently this constitutes a significant 40% of all inbound calls.

Scope
The four Departments identified to participate in this pilot program are:
Finance
Parking
Public Utilities-Water
Santa Fe Police Dept. HQ- (including Professional Standards Bldg. and Police Records)

Though this RFP is only targeted for these Departments, the lessons learned will be considered for **CITY-WIDE USE**. The end result should identify areas of cost savings that other departments could expect and additionally, productivity increases in right-sizing printers/copiers.

Project Work Plan and Milestone points

The phases of work undertaken include:

- Identify location, make and model of the equipment within each Department.
- Inventory of extra ink cartridges and toners identified.
- A pre-release meeting will be held with the Department liaisons to identify any last-minute contingencies, logistic concerns, review of the RFP and general questions.
- Revise and submit RFP to Purchasing for approval
- Advertise RFP locally and through appropriate channels.
- Vendor site visits and analysis.
- Post-closing of RFP meeting with Department liaisons for analysis and scoring to identify finalists with Department liaisons. Vendor facility visits by Team members as appropriate.
- Vendor interviews scheduled with presentations.
- Selection committee meeting and Vendor selected with review of implementation schedule.
- Site prep to determine space requirements and logistics.
- Installation of 50% of product within 2 weeks, 75% within 3weeks, and the final product installed within 4 weeks.
- End User Services checklist completed and machine testing done to validate Vendor compliance.
- Training scheduled with each Department on basic use and features.
- Removal of decommissioned equipment which includes inventory listing and storage or disposal arranged.
- Final report by Department liaison team issued with follow up guidelines.
- Ongoing monthly monitoring as to results. Department survey requested. Vendor meeting schedule implemented.
- Department billing detailed and verified with Vendor, Department, and IT Purchasing.
- Project Manager final report reviewed with upper management for future development and implementation.

Key Stakeholders (Department Liaison Team)

Police Department		Parking	
Andrew Padilla	Assistant Chief	Sara Smith	Contracts Analyst
Betty Jo Tafoya	Administrative Mgr. Police Records		

Public Utilities-Water		Finance	
Stephanie Lopez	Office Manager	Yolanda Green	Office Manager

Project Manager David A. Kulb, Financial Analyst ITT with assistance from Lucas Gutierrez, End User Services ITT

Budget
This is a non-funded, zero cost initiative. The intent is to right-size departments for efficient printing and to maximize cost savings. Again, this is a pilot program to justify and to facilitate city-wide department participation at a later date based on projected cost savings of 15%.

Constraints, Assumptions, Risk & Dependencies

Potential factors that could impact delivery
Potentially there could be a push-back on the timeline due to Vendors needing more time to do site analysis for right-sizing. Copy counts are not completely known so there may be hesitancy to provide solutions that take into account copy volume.

Assumptions
There is a huge disparity in cost per copy between a MFP and a single user desk-type printer. By consolidating these single user machines and supplying MFPs instead, cost savings would be realized. We also assume that the Vendor will keep the machines functioning at full capacity with fast delivery of toner and prompt service calls. We assume that IT personnel will be freed up and not be providing direct printer support. This function can be taken over by the print Vendor. It is also assumed that it is possible not to make many changes in a particular department or area. This reduces the benefit to the City and the profitability to the Vendor. This is of little concern knowing that when the savings can be documented, other Departments can be brought onboard with the program.

Risks and Dependencies
One risk is the Vendor dependability. Living up to expectations and being in a multi-year lease on several machines, when the Vendor isn't reliable, can force copy costs to be exorbitant. We must insure that we have exit clauses in place, should this be an issue. There are a significant number of Dell single user machines out there in the fleet. Most have a 5 year Pro-Support built in which includes service call response. Should it be an issue for the selected vendor to support these machines, we have a problem. There is also the 'human factor' of satisfaction. For example: Finance absolutely loves their HPs. They are reliable, everybody has one, and they have a good track record of performance. They don't like Dell. Others are very happy with the Dells.

All Department team members must agree on a course of action and a final Vendor. The final Vendor must present a reasonable and realistic schedule of delivery. A staggered delivery by department seems to make sense. Again, the Departments must agree on an implementation schedule with the Vendor. Risks are mitigated by Vendor

understanding of the RFP, team members' communication of expectations, and that the unexpected should be expected.

Approval Signatures

_____	_____
Renée Martinez, ITT Director	David A. Kulb, Project Manager

CITY OF SANTA FE

"REQUEST FOR PROPOSALS"

PRINTER CONSOLIDATION
&
MANAGED PRINT SERVICES

RFP #'17/01/P

PROPOSAL DUE:

August 11, 2016
2:00 P.M.
PURCHASING OFFICE
CITY OF SANTA FE
2651 SIRINGO ROAD
BUILDING "H" SANTA FE,
NEW MEXICO 87505

TABLE OF CONTENTS

Advertisement for Proposals……..1

Proposal Schedule……..2

Information to Proponents……..3

Special Conditions……...8

Scope of Services Required……..10

Submittal Requirements……14

Final Evaluation for Written Proposals and Interviews……..37

Attachments:

1. Executive Summary
2. List of identified printers/MFPs by Department
3. Instructions Relating to Local Preference Certification Form
4. Local Preference Certification Form
5. Resident Veterans Preference Form
6. Sample Contract
7. Minimum Wage Ordinance

REQUEST FOR PROPOSALS

PROPOSAL NUMBER '17/01/P

Proposals will be received by the City of Santa Fe and shall be delivered to the City of Santa Fe Purchasing Office, 2651 Siringo Road Building "H" Santa Fe, New Mexico 87505 **until 2:00 P.M. local prevailing time, August 11, 2016.** Any proposal received after this deadline will not be considered. This proposal is for the purpose of procuring professional services for the following:

(PRINTER CONSOLIDATION & MANAGED PRINT SERVICES)

The proponent's attention is directed to the fact that all applicable Federal Laws, State Laws, Municipal Ordinances, and the rules and regulations of all authorities having jurisdiction over said item shall apply to the proposal throughout, and they will be deemed to be included in the proposal document the same as though herein written out in full.

The City of Santa Fe is an Equal Opportunity Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation or national origin. The successful proponent will be required to conform to the Equal Opportunity Employment regulations.

Proposals may be held for sixty (60) days subject to action by the City. The City reserves the right to reject any of all proposals in part or in whole. Proposal packets are available by contacting: Shirley Rodriguez, City of Santa Fe, Purchasing Office, 2651 Siringo Road, Building "H" Santa Fe, New Mexico, 87505, (505) 955-5711.

_____

Robert Rodarte, Purchasing Officer

Received by the Santa Fe New Mexican Newspaper on: 07/06/16
To be published on: 07/11/26

Received by the Albuquerque Journal Newspaper on: 07/06/16
To be published on: 07/11/16

PROPOSAL SCHEDULE

RFP # '17/01/P

1.	Advertisement	July 11, 2016
2.	Issuance of RFP'S:	July 11, 2016
3.	Receipt of proposals:	August 11, 2016 at 2:00 p.m. local prevailing time. Purchasing Office 2651 Siringo Road Bldg., "H" Santa Fe, New Mexico 87505 (505) 955-5711
4.	Evaluation of proposals:	August 18, 2016
5.	Interviews:	August 25, 2016
6.	Recommendation of award to Finance Committee:	September 6, 2016
7.	Recommendation of award to City Council:	September 14, 2016

DATES OF CONSIDERATION BY FINANCE COMMITTEE AND CITY COUNCIL ARE TENTATIVE AND SUBJECT TO CHANGE WITHOUT NOTICE.

INFORMATION FOR PROPONENTS

1. RECEIPT OF PROPOSALS

The City of Santa Fe (herein called "City"), invites firms to submit seven copies of the proposal. Proposals will be received by the Purchasing Office, until 2:00 p.m. local prevailing time, August 11, 2016.

The packets shall be submitted and addressed to the Purchasing Office, at 2651 Siringo Road Bldg. “H” Santa Fe, New Mexico 87505. No late proposals will be accepted whether hand delivered, mailed or special delivery. Do not rely on “overnight delivery” without including some lead-time. “Overnight delivery” will be determined to be non-responsive if delivered late, no matter whose fault it was. It is recommended that extra days be included in the anticipated delivery date to ensure delivery is timely. The Purchasing Office is closed 12:00 p.m. to 1:00 p.m. The outside of the envelope should clearly indicate the following information:

Proposal number: ‘17/01/P
Title of the proposal: Printer Consolidation & Managed Print Services
Name and address of the proponent:

Any proposal received after the time and date specified shall not be considered. No proposing firm may withdraw a proposal within 60 days after the actual date of the opening thereof.

2. PREPARATION OF PROPOSAL

Vendors shall comply with all instructions and provide all the information requested. Failure to do so may disqualify your proposal. All information shall be given in ink or typewritten. Any corrections shall be initialed in ink by the person signing the proposal.

This request for proposal may be canceled or any and all proposals may be rejected in whole or in part, whenever the City of Santa Fe determines it is in the best interest of the city.

3. ADDENDA AND INTERPRETATIONS

No oral interpretation of the meaning of any section of the proposal documents will be binding. Oral communications are permitted in order to make an assessment of the need for an addendum. Any questions concerning the proposal must be addressed prior to the date set for receipt of proposal.

Every request for such interpretation should be in writing addressed to, Purchasing Officer, 2651 Siringo Road Bldg. “H” Santa Fe, New Mexico, 87505 and to be given

consideration must be received at least (5) days prior to the date set for the receiving of proposals.

Any and all such interpretations and any supplemental instruction will be in the form of written addenda to the RFP, which if issued, will be delivered to all prospective firms not later than three days prior to the date fixed for the receipt of the proposals. Failure of any proposing firm to receive any such addenda or interpretations shall not relieve such firm from any obligation under their proposal as submitted. All addenda so issued shall become part of the contract documents.

The City reserves the right to not comply with these time frames if a critical addendum is required or if the proposal deadline needs to be extended due to a critical reason in the best interest of the City of Santa Fe.

4. LAWS AND REGULATIONS

The proposing firm's attention is directed to the fact that all applicable Federal Laws, State Laws, Municipal Ordinances, and the rules and regulations of all authorities having jurisdiction over said item shall apply to the contract throughout. They will be deemed to be included in the contract the same as though herein written out in full.

5. METHOD OF AWARD

The proposal is to be awarded based on qualified proposals as per the enclosed rating system and at the discretion and consideration of the governing body of the City of Santa Fe. The selection committee may interview the top three rated proponents; however, contracts may be awarded without such interviews. At its discretion the city reserves the right to alter the membership or size of the selection committee. The City reserves the right to change the number of firms interviewed.

6. COMPLIANCE WITH CITY'S MINIMUM WAGE RATE ORDINANCE (LIVING WAGE ORDINANCE)

A copy of the City of Santa Fe Ordinance No. 2003-8, passed by the Santa Fe City Council on February 26, 2003 is attached. The proponent or bidder will be required to submit the proposal or bid such that it complies with the ordinance to the extent applicable. The recommended Contractor will be required to comply with the ordinance to the extent applicable, as well as any subsequent changes to the Ordinance throughout the term of this contract.

1. RESIDENT, LOCAL OR VETERANS PREFERENCE

INTENT AND POLICY
The city recognizes that the intent of the state resident preference statute is to give New Mexico businesses and contractors an advantage over those businesses,

policy is to give a preference to those persons and companies who contribute to the economy of the State of New Mexico by maintaining businesses and other facilities within the state and giving employment to residents of the state (1969 OP. Att'y Gen. No. 69-42). The city also has adopted a policy to include a local preference to those persons and companies who contribute to the economy of the County of Santa Fe by maintaining businesses and other facilities within the county and giving employment to residents of the county.

With acknowledgment of this intent and policy, the preference will only be applied when bids are received from in-state and county businesses, manufacturers and contractors that are within 5% of low bids received from out-of-state businesses, manufacturers and contractors (13-1-21 (A) -1-21 (F) and 13-4-2 (C) NMSA 1978).

To be considered a resident for application of the preference, the in-state bidder must have included a valid state purchasing certification number with the submitted bid.

Thus it is recommended that in-state bidders obtain a state purchasing certification number and use it on all bids, in order to have the preference applied to their advantage, in the event an out-of-state bid is submitted. In submitting a bid, it should never be assumed that an out-of-state bid will not be submitted.

For information on obtaining a state purchasing certification number, the potential bidder should contact the State of New Mexico Taxation and Revenue Department.

All resident preferences shall be verified through the State Purchasing Office. Applications for resident preference not confirmed by the state Purchasing Office will be rejected. The certification must be under the bidder's business name submitting the bid.

NON-APPLICATION-COMPETING IN-STATE BIDDERS

If the lowest responsive bid and the next responsive bids within 5% of the lowest bid are all from the state of New Mexico, then the resident preference will not be applied and the state purchasing certification number will not be considered. To be considered an in-state bidder in this situation, the bidders must meet the definition criteria of Chapter 13-1-21 (A) (1) and Chapter 13-4-2 (A) NMSA 1978. After examining the information included in the bid submitted, the city Purchasing Director may seek additional information of proof to verify that the business is a valid New Mexico business. If it is determined by the city Purchasing Director that the information is not factual and the low responsive bid is actually an out-of-state bidder and not a New Mexico business, then the procedures in the previous section may be applied.

If the bidder has met the above criteria, the low responsive "resident" bid shall be multiplied by .95. If that amount is then lower than the low responsive bid of a "non-

resident" bidder, the award will be based taking into consideration the resident preference of 5%.

APPLICATION FOR LOCAL PREFERENCE

For the purposes of this section, the terms resident business and resident manufacturer shall be defined as set out in Section 13-1-21 NMSA 1978; the term local as applied to a business or manufacturer shall mean:

Principal Office and location must be stated: To qualify for the local preference, the principal place of business of the enterprise must be physically located within the Santa Fe County Geographic Boundaries. The business location inserted on the Form must be a physical location, street address or such. DO NOT use a post office box or other postal address. Principal place of business must have been established no less than six months preceding application for certification.

The PREFERENCE FACTOR for resident and local preferences applied to bids shall be .95 for resident and .90 for local. The preference for proposals shall be 1.10 for local.

New Mexico Resident Veteran Business Preference: New Mexico law, Section 13-1-22 NMSA 1978, provides a preference in the award of a public works contract for a “resident veteran business”. Certification by the NM Department of Taxation and Revenue for the resident veteran business requires the Offeror to provide evidence of annual revenue and other evidence of veteran status.

An Offeror who wants the veteran business preference to be applied to its proposal is required to submit with its proposal the certification from the NM Department of Taxation and Revenue.

If an Offeror submits with its proposal a copy of a valid and current veteran resident business certificate, 7%, 8%, or 10% of the total weight of all the evaluation factors used in the evaluation of proposal may be awarded.

The local preference or resident business preference is not cumulative with the resident veteran business preference.

<u>Proposals for Goods and Services.</u> When proposals for the purchase of goods or services pursuant to Section 23 are received, the evaluation score of the proposal receiving the highest score of all proposals from those proponents in the first category listed above shall be multiplied by the Preference Factor. If the resulting score of that proposal receiving the preference is higher than or equal to the highest score of all proposals received, the contract shall be recommended to that proponent receiving the preference. I f no proposal are received from proponents in

the first category, or if the proposal receiving the preference does not qualify for an award after multiplication by the Preference Factor, the same procedure shall be

followed with respect to the next category of proposals listed to determine if a proponent qualifies for award.

Qualifications for Local Preference. The Central Purchasing Office shall have available a form to be completed by all bidders/proponents who desire to apply for the local preference as a local business. The completed form with the information certified by the offeror must be submitted by the bidders/proponents with their bid or proposal to qualify for this preference.

Limitation. No offeror shall receive more than a 10% for local preference pursuant to this section on any one offer submitted. A bidder may not claim cumulative preferences.

Application. This section shall not apply to any purchase of goods or services when the expenditure of federal and/or state funds designated for a specific purchase is involved and the award requirements of the funding prohibit resident and/or local preference(s). This shall be determined in writing by the department with the grant requirements attached to the Purchasing Office before the bid or request for proposals is issued.

Exception. The City Council at their discretion can approve waiving the Local Preference requirements for specific projects or on a case by case basis if it is the City's best interest to do so.

8. PROTESTS AND RESOLUTIONS PROCEDURES

Any proponent, offeror, or contractor who is aggrieved in connection with a procurement may protest to the Purchasing Officer. The protest must be in writing and submitted within fifteen (15) days and requirements regarding protest and resolution of protests are available from the Purchasing Office upon request.

SPECIAL CONDITIONS

1. GENERAL

When the City's Purchasing Officer issues a purchase order document in response to the vendor's bid, a binding contract is created.

2. ASSIGNMENT

Neither the order, nor any interest therein, nor claim under, shall be assigned or transferred by the vendor, except as expressly authorized in writing by the City Purchasing Officer's Office. No such consent shall relieve the vendor from its obligations and liabilities under this order.

3. VARIATION IN SCOPE OF WORK

No increase in the scope of work of services or equipment after award will be accepted, unless means were provided for within the contract documents. Decreases in the scope of work of services or equipment can be made upon request by the city or if such variation has been caused by documented conditions beyond the vendor's control, and then only to the extent, as specified elsewhere in the contract documents.

4. DISCOUNTS

Any applicable discounts should be included in computing the bid submitted. Every effort will be made to process payments within 30 days of satisfactory receipt of goods or services. The City Purchasing Officer shall be the final determination of satisfactory receipt of goods or services.

5. TAXES

The price shall include all taxes applicable. The city is exempt from gross receipts tax on tangible personal property. A tax exempt certificate will be issued upon written request.

6. INVOICING

(A) The vendor's invoice shall be submitted in duplicate and shall contain the following information: invoice number and date, description of the supplies or services, quantities, unit prices and extended totals. Separate invoices shall be submitted for each and every complete order.

(B) Invoice must be submitted to ACCOUNTS PAYABLE and NOT THE CITY PURCHASING AGENT.

7. METHOD OF PAYMENT

Every effort will be made to process payments within 30 days of receipt of a detailed invoice and proof of delivery and acceptance of the products hereby contracted or as otherwise specified in the compensation portion of the contract documents.

8. DEFAULT

The City reserves the right to cancel all or any part of this order without cost to the City if the vendor fails to meet the provisions for this order, and except as otherwise provided herein, to hold the vendor liable for any excess cost occasioned by the city due to the vendor's default. The vendor shall not be liable for any excess cost if failure to perform the order arises out of causes beyond the control and with the fault or negligence of the Vendor and these causes have been made known to the City of Santa Fe in written form within five working days of the vendor becoming aware of a cause which may create any delay; such causes include, but are not limited to, acts of God or the public enemy, acts of the State or of the Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of sub-contractors due to any of the above unless the city shall determine that the suppliers or services to be furnished by the sub-contractor are obtainable from other sources in sufficient time to permit the vendor to meet the required delivery schedule. The rights and remedies of the city are not limited to those provided for in this paragraph and are in addition to any other rights provided for by law.

9. NON-DISCRIMINATION

By signing this City of Santa Fe bid or proposal, the vendor agrees to comply with the Presidents Executive Order No. 11246 as amended.

10. NON-COLLUSION

In signing this bid or proposal, the vendor certifies they have not, either directly or indirectly, entered into action in restraint of full competition in connection with this bid or proposal submittal to the City of Santa Fe.

SCOPE OF SERVICES
'17/01/P

1 Statement of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply multifunction printers for the City of Santa Fe through leasing, suggest and implement placement of right-sized machines in strategic and logical locations to facilitate productivity and efficiencies, and to provide fully managed printing services for the select Departments listed in Section 2.4. The RFP provides vendors with the relevant operational, performance, service, and architectural requirements of the solution.

It is the City's intent to implement a cost savings program for the entire printing fleet phased in over time, rather than have city-wide implementation at this particular time. This should be a consideration in the vendor's preparation of this proposal.

1.2 Coverage & Participation

The intended coverage of this RFP and any agreement resulting from this Solicitation shall be for the use of all departments at the City of Santa Fe along with any satellite offices. The City of Santa Fe reserves the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

2 General Information

2.1 Original RFP Document

The City of Santa Fe shall retain the RFP, and all related terms and conditions, exhibits, and other attachments, in original for in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

2.2 Considerations

This RFP considers:

- Service and support capabilities
- Account management methodologies
- Availability of equipment and supplies
- Security, installation, and other technical capabilities
- Fleet optimization capabilities for fully managed printing services
- Vendor qualifications, references, and certifications/attestations
- Cost and length of contract

2.3 Technical Requirements

The proposed printing solutions should include functionality for Active Directory/LDAP integration over a LANWAN in order to support AD Security Groups, Group policy, print server management, and access control. Printing from Windows and OSX via TCP and Windows Print Server are required. Optional printing devises are to include Android and IOS.

Current City of Santa Fe Technical Specifications

Categories	Sub-Categories	Current Solutions
Security Architecture		
	Access to corporate apps, data, networks, etc.	Active Directory Integration LDAP Integration
End-User Platforms for Printing		
	Windows 7	Windows 7
	Windows 10	Windows 10
	Windows Servers	Windows 2008r2
	Apple OSX 10x	
Enterprise Storage		
	Windows File Storage	Windows File Storage
Network		
	LAN	
	TCP/IP	
	Voice/Fax Services	

2.4 Departments identified for pilot program

Information on all of the following Departments is available at the City of Santa Fe website- www.santafenm.gov

Parking Division- Responsible for management of on-street and off-street municipal parking and enforcement of the parking sections of the Uniform Traffic Ordinance in downtown Santa Fe. The Point of Contact is Sara Smith, Contracts Analyst. Administrative Office is located at 500 Market Street, Suite 200. Hours are 8:00-4:30 Mon-Fri. The general phone number is 505-955-6581

SF Police Dept. HQ (including Professional Standards Bldg. and Police Records) - In partnership with the community, the Police provide ethical and professional law enforcement services and protection. From criminal investigations to management of the Drug Tip Line, the Department strives to make the City of Santa Fe a safer and better place to live, work, and play. The Point of Contact is Andrew Padilla, Deputy Chief of Police. Hours are 8:00-5:00 Mon-Fri. The general phone number is 955-5010.
The Professional Standards Building is included in the program and is located adjacent to the Police Department Headquarters at 2515 Camino Entrada, Santa Fe. Andrew Padilla is to be contacted for access.
Police Records Division is also included in this program and is located at 2652 Siringo Road, Santa Fe. The Point of Contact is Betty Jo Tafoya, Administrative Manager. Hours are 8:00-5:00 Mon-Fri and the phone number is 955-5762.

Public Utilities-Water Division- Responsible for customer service and utility billing, municipal watershed management, compliant water quality, transmission, distribution, and conservation efforts of the public water system.. The Point of Contact is Stephanie Lopez, Office Manager. The Administrative office is located at 801 W. San Mateo, Santa Fe. The hours are 8:00-5:00 Mon-Fri and the phone number is 955-4333.

Finance Department- Responsible for allocation, use, accounting for and reporting of the City's assets, cash, revenue, and expenditures in compliance with all local, state, and federal requirements. The Finance Office is located in City Hall, 200 Lincoln Avenue, Santa Fe.
The Point of Contact is Yolanda Green, Office Manager. Hours are 8:00-5:00 Mon-Fri. The phone number is 955-6533.

2.5 Printer Hardware

Please see the attached Excel spreadsheet for our current printer inventory.

All printers are identified by Manufacturer, Model number, Physical location and Serial number.

If we have estimated monthly copy counts, those will be noted.

Some machines are identified by our labeling on the front of the machine. Those numbers should be visible enough to actually identify the machine without creating physical challenges.

Where multiple machines are located in “common” areas, they may be utilized by departments other than those in the Pilot Program. Care should be taken if removal or relocation of those machines is proposed in the Vendor’s solution. These instances are isolated however. Staff should be available to answer questions as to multi-departmental use.

We mandate that a staff member escort vendors to individual cubicles for printer review. Most personnel will be available and more than happy to answer questions regarding the machines usage, volume, and performance.

We ask that Vendors be sensitive to confidentiality and security issues which may come into play. The Santa Fe Police Department has been very cooperative to date but Vendors are advised that City Employees may have concerns and there may be limited access to the machines. Should this be a problem in Vendors’ analysis, please contact David Kulb for assistance.

We ask that the chosen Vendor provide labels to affix to the machines in a conspicuous place with Customer Support Hotline phone number information for machine problems or supply requests.

Some Brands and Models are not compatible with our IBM AS400 system. For information as to particular compatibilities, please refer to the following website for details:
http://www-01.ibm.com/support/docview.wss?uid=nas8N1019534

3 Proposal Submittal Requirements

3.1 Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts the full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to the City of Santa Fe as necessary to gain such understanding. The City of Santa Fe reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, the City of Santa Fe reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to the cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the City of Santa Fe.

3.2 Good Faith Statement

All information provided by the City of Santa Fe in this RFP is offered in good faith. Individual items are subject to change at any time. The City of Santa Fe makes no certification that any item is without error. The City of Santa Fe is not responsible or liable for any use of the information or for any resulting claims.

3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by the specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

Vendors' inquiries, questions, and requests for clarification related to this RFP are to be directed via email to:

Attention: David A. Kulb
Job Title: Financial Analyst
Telephone: 505-955-5569
Email: dakulb@ci.santa-fe.nm.us

With a copy directed via email to:

Attention: Lucas Gutierrez
Job Title: Manager End User Services
Telephone: 505-955-5556
Email: clgutierrez@ci.santa-fe.nm.us

Applicable terms and conditions herein shall govern communications and inquiries between the City of Santa Fe and vendors as they relate to this RFP.

Informal Communications shall include, but are not limited to: requests from/to vendors or vendors' representatives in any capacity, to/from any City of Santa Fe employee or representative of any kind or capacity with the exception of Lucas Gutierrez and David Kulb for information, comments, speculation, and so on. Inquiries

for clarifications and information that will not require addenda may be submitted verbally to the party named above at any time.

Formal Communications shall include, but are not limited to:

- Questions concerning this RFP: Questions must be submitted in writing via the email address provided and be received prior to July 20, 2016.
- Errors and omissions in this RFP and enhancements: Vendors shall bring to the City of Santa Fe any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to the City of Santa Fe any enhancements that might be in the best interests of the City of Santa Fe. These recommendations must be submitted via email and be received prior to July 20, 2016.
- Inquiries about technical interpretations must be submitted in writing via the email address provided and be received prior to July 20, 2016.
- Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
- Verbal and/or written presentations and pre-award negations under this RFP.
- Addenda to this RFP.

The City of Santa Fe will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within two (2) business days. Written responses will be delivered via email. All questions, answers, and addenda will be shared with all recipients.

The City of Santa Fe will not respond to any questions/requests for clarification that require addenda if received by the City of Santa Fe after July 20, 2016 at 5:00 pm.

3.4 Proposal Submission

Proposals must be delivered sealed to:

Shirley Rodriguez
City of Santa Fe, Purchasing Office
2651 Siringo Road, Bldg. H
Santa Fe, NM 87505

Vendors are to submit one (1) original copy of proposal marked “Original” and six (6), marked “Copy.” Each original and copy must be individually bound. The City of Santa Fe will not accept proposals delivered via email.

3.5 Instructions on Preparing Proposal

The Offeror shall respond and complete the information specified in Sections 5, 6 and 7.

3.6 Method of Award

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and enterprise applicability. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to supply the City of Santa Fe with a printing solution identified in the Scope of Work. However, if the City of Santa Fe does not find a suitable vendor within the RFP process, the City of Santa Fe is not obligated to award the project to any vendor.

Evaluation Criteria (no weighting is implied by order of listing):

- Service and support capabilities
- Account management methodologies
- Availability of equipment and supplies
- Security, installation, and other technical capabilities
- Fleet optimization capabilities for fully managed printing services
- Vendor qualifications, references, and certifications/attestations
- Cost and length of contract

3.6.1 Selection and Notification

Vendors determined by the City of Santa Fe to possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via mail. Those vendors not selected for the negotiation phase will not be notified.

4 Additional Terms and Conditions

4.1 No Publicity or Promotion

Respondents shall not make any public announcement or distribute any literature regarding this RFP or otherwise promote itself in connection with this RFP without the prior written approval from the City of Santa Fe.

4.2 Confidentiality

i. Confidential Information

All correspondence, documentation, and information of any kind, provided to any Respondent, in connection with or arising out of this RFP or the acceptance of any response:

a) Remains the property of the City of Santa Fe.
b) Must be treated as confidential.
c) Must not be used for any purpose other than for replying to this RFP and for fulfillment of any related subsequent process or agreement.
d) Must be returned upon request.

4.3 Respondent's Submission

All correspondence, documentation, and information provided in response to or because of this RFP may be reproduced for the purposes of reviewing the Respondent's submission to this RFP. If a portion of a Respondent's response is to be held confidential, such provisions must be clearly identified in the response.

4.4 Personal Information

4.4.1 General

Depending on the circumstances, the City of Santa Fe may require information related to the qualifications and experience of persons who are proposed or available to provide services. This may include, but is not limited to resumes, documentation of accreditation, and/or letters of reference. The Respondent should not submit as part of its response any information related to the qualifications and experience of persons who are proposed or available to provide services unless specifically requested. Unless specifically requested, any such information, whether in the form of resumes or other documentation, will be returned immediately to the Respondent. The City of Santa Fe will treat this information in accordance with the provisions of this Section 4.4 Personal Information and the City of Santa Fe. Questions and Answers on Information Management Practices (available upon request).

4.4.2 Requested Personal Information

Any personal information that is requested from each Respondent by the City of Santa Fe shall only be used to *consider* the qualified individuals to undertake the project/services and to confirm that the work performed is consistent with these qualifications. It is the responsibility of each Respondent to obtain the consent of such individuals prior to providing the information to the City of Santa Fe. The City of Santa Fe will consider that the appropriate consents have been obtained for the disclosure to

and use by the City of Santa Fe of the requested information for the purposes described.

4.5 Non-Disclosure Agreement

The City of Santa Fe reserves the right to require any Respondent to enter into a non-disclosure agreement satisfactory to the City of Santa Fe.

4.6 Costs

This RFP does not obligate the City of Santa Fe to pay for any costs of any kind whatsoever that may be incurred by a Respondent or any third parties in connection with the response. All responses and supporting documentation shall become the property of the City of Santa Fe subject to claims of confidentiality in respect of the response and supporting documentation.

4.7 Intellectual Property

The Respondent should not use any intellectual property of the City of Santa Fe, including but not limited to all logos, registered trademarks, or trade names of the City of Santa Fe at any time without the prior written approval of the City of Santa Fe as appropriate.

4.8 Respondent's Responses

All accepted responses shall become the property of the City of Santa Fe and will not be returned.

4.9 Governing Law

This RFP and the Respondent's response shall be governed by the laws of the City of Santa Fe.

4.10 No Liability

The City of Santa Fe shall not be liable to any Respondent, person, or entity for any loss, expenses, costs, claims, or damages of any kind:

a) Arising out of, or by reason of, or attributable to, the Respondent responding to this RFP.
b) As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

4.11 Entire RFP

This RFP, any Addenda to it, and any schedules listed below constitute the entire RFP.

5 Scope of Work, Specifications, & Requirements

For each of the following categories, indicate the functionality of the proposed solution. Complete the tables by either entering a response where prompted or placing an “x” in the appropriate column for each criterion. Answers must represent the current state of the offering or service. Use the following legend as a guide for the appropriate response:

Response	Description
SUP	Supported as part of the default offering.
MOD	Supported through modifications to an existing offering and/or through increase from standard pricing.
3RD	Supported through third-party solutions or provisioning.
CST	Requires customization and changes to base vendor processes.
FUT	Future service or offering that will be included as part of an existing product development roadmap.
NS	Not supported.

Please note that the next to last column denotes our criticality designation of each requirement. **CRL**. **C**= Critical or **D**=Desired

5.1 Services and Support

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
SS1	Provide a maintenance program with onsite support capabilities that can maximize device uptime.							**C**	
SS2	Support a multi-vendor environment							**C**	
SS3	Vendor should have the ability to supply any and all parts and supplies to maintain equipment in condition necessary to produce quality copies.							**C**	
SS4	The Vendor shall have in place an inventory and delivery system of parts and consumable supplies (excluding paper) in quantities sufficient to serve the requirements of this contract. Vendor shall maintain stock levels of all consumable supplies at the individual sites. If adequate stock is not available at a site, the Vendor shall deliver the necessary items within eight (8) hours onsite after receipt of a verbal request.							**C**	

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
SS5	The Vendor shall track inventory and usage of supplies to ensure adequate availability.							**D**	
SS6	The Vendor shall monitor the condition of equipment so work delays and problems are minimized.							**D**	
SS7	In the event that equipment exhibits continuing breakdowns or poor quality, the Vendor shall allow the City of Santa Fe the right to decide to have it replaced at the vendor's expense with equipment of the same or better quality which is satisfactory to the City of Santa Fe.							**D**	
SS8	The Vendor shall provide a response to and resolve service calls within a maximum service response time of (2) hours by phone, be onsite within four (4) hours, and in operation within eight (8) hours. (Response time is based on normal working hours of 8AM to 5PM)							**C**	

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
	If a broken device cannot be repaired within eight (8) hours from the initial call of service, the Vendor shall have the ability to supply equipment with units of equal performance capabilities and equivalent accessories.							**C**	
SS9	The Vendor shall have the ability to communicate manufacturer's discontinuation of any products to the Procurement Manager in writing within five (5) business days and offer suggested replacements of discontinued products at least 30 days prior to discontinuation, including replacement part number, description, list price, applicable discount, and final price.							**D**	
SS10	The Vendor shall provide 24/7 support by way of a hotline or local support for initial call/emergency call of service.							**C**	

Additional Comments:

5.2 Account Management

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
AM1	If additional devices are needed and the model currently installed is no longer available, the Vendor shall install equipment in current production which is comparable to models currently in use within 30 days of notice.							**D**	
AM2	The Vendor shall provide a single, local point of contact (and a backup) to handle questions and resolve problems that arise.							**D**	
AM3	Service representatives shall provide immediate response to inquiries concerning service call information, billing questions or issues, and general product information.							**C**	
AM4	The Vendor shall make deliveries that include all necessary software, to all inside locations as directed while complying with parking and delivery requirements (times, locations, etc.) of each site.							**D**	
AM5	Notice of delivery shall be made to the Contract User twenty-four (24) hours prior to the delivery of the equipment.							**D**	

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
AM6	The Vendor shall have the ability to assist the users, and if requested, program any user information and install necessary software on user desktops, if applicable, at no extra charge.							**C**	
AM7	The Vendor shall be responsible for meter readings.							**D**	

5.3 Finance Models

The City of Santa Fe will make every effort to ensure that the placement of devices by volume is directly related to the estimated annual volume of copies produced at a given device site. If the Vendor becomes aware of any particular device overusing its estimated print volumes, the Vendor shall notify the authorized City of Santa Fe representative and discuss strategies for mitigating the overage.

Should the Vendor have different finance models to choose from, please describe the offerings aligned with the following scenarios.

A) Level Pay: The customer pays the same predictable fee each month for the entire year. The monthly fee is based on the customer's estimate of the number of pages printed per month. Even if the customer estimates the volume too low or too high, the monthly fee remains the same for the first year of the service plan. At the end of the year, the amount of supplies used is added up and compared with the initial estimates and adjusted accordingly. In all cases, the customer pays for the actual usage, no more and no less, but has the benefit of no surprises in monthly charges during the plan year.

B) **Base Plus Click**: This pricing option has a fixed base payment and a variable payment portion. This type of contract may be executed with or without a minimum monthly page commitment. Page count through Remote Monitoring technologies is typically required.

C) Cost Per Page: This customer pricing option has no monthly base payment. Instead, billing is on a variable basis for actual pages printed**.** This option requires a minimum monthly page commitment. Vendor is required to provide monthly, quarterly, and annual reporting on the City of Santa Fe copier spending. Reporting must be provided in an electronic spreadsheet or database format (such as Microsoft Excel).

The vendor will also be required to provide Service Reporting on a quarterly and annual that captures the following detail:

- Vendor Name
- Location (Address, Location within Building, Town, Zip Code) for each machine
- Serial/ID Number
- Make and Model Number
- Number of copies/impressions run on each machine during the billing period
- Average monthly usage per machine, based on the trailing six months (including most

recent month)
• Number of service calls per month
• Average response time per service call
• Average downtime per service call
• Service history, including all service calls and corrective actions taken
• Details of major service problems and service reports must be provided upon request.

In addition to these standard reports, the Vendor is required to provide, at no additional Cost, supplemental reports related to the City of Santa Fe spending on an as-needed basis. The Vendor should have the ability to provide this level of reporting detail.

5.4 Availability

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
AV1	Each device furnished must achieve at least a 95% uptime efficiency level per month. [The efficiency level is calculated according to the following formula: (monthly work hours – total hours downtime)/monthly work hours x 100. Downtime is defined as if the units cannot print or make copies.]							**C**	

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
AV2	If an installed device is shown by the repair record to have operated below the 95% efficiency level for two months, the City of Santa Fe has the option of the vendor replacing the existing device with a device of the same configuration and performance capabilities that meets the requirements.							**D**	
AV3	When a repaired device certified to be operable operates below the 95% efficiency level for the next 30 days, the Vendor shall replace that defective device with a new permanent device for that particular volume within two (2) business days after notification by the City of Santa Fe.							**D**	

5.5 Installation

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
IN1	The Vendor shall lead implementation and ongoing management of the solution.							**C**	
IN2	The Vendor shall deploy processes to ensure the implementation minimizes the negative impact on the City of Santa Fe business operations and end-user productivity.							**C**	
IN3	The equipment installations and removals shall be done at mutually agreeable times established by the City of Santa Fe.							**D**	
IN4	The Vendor shall ensure that existing copier's address books are recreated on the new/replacement copiers.							**D**	
IN5	The Vendor shall deliver and install all copiers per agreed upon City of Santa Fe's standards including but not limited to Security.							**D**	

Additional Comments

5.6 Security

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
SC1	The application shall be capable of using Active Directory for user authentication as well as authorization.							**C**	
SC2	The Vendor shall take steps to secure data during storage within the device or transmission over a network (e.g. SSL, IPSec).							**D**	
SC3	The systems shall be delivered in secure configuration per the City of Santa Fe specifications.							**D**	
SC4	The Vendor shall have the ability to wipe the hard drives for replacements/removal.							**D**	

Additional Comments:

5.7 Technical

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
TE1	The Vendor shall have the ability to provide remote management/ reporting capabilities for IT Management.							**D**	
TE2	The Vendor's system should include a standard API (Application Program Interface) that would allow integration to other systems.							**D**	
TE3									
TE4									

5.8 Printing

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
PR1	The drivers shall be Microsoft Certified.							**D**	
PR2	The models shall have a Universal Printer Driver.							**D**	
PR3	The models shall have the ability to support the City of Santa Fe OS.							**D**	
PR4	The system shall provide the ability to view the print queue and monitor jobs at the device.							**D**	

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments

5.9 Scanning

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
SN1	The device shall have the ability to scan to email, FTP server, network drive, and files.							**D**	
SN2	The device shall have the ability to scan as JPEG, TFF, MTIFF, and PDF.							**D**	
SN3	The Vendor shall supply OCR support.							**D**	
SN4	The device shall support for secure scan. e.g. LDAP authentication							**D**	

5.10 Copying

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
CO1	The document feeder (reversing) must hold at least 50 pages.							**C**	
CO2									
CO3									

5.11 Management and Reporting

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
MR1	There shall be system admin tools or reporting capability that would help us manage office printing (MFPs and Printers) on a regular basis. Additional costs should be outlined in Appendix A.							**D**	
MR2									
MR3									

5.12 Training Plan

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
TR1	The Vendor shall have the ability to provide training that covers, as a minimum, the basic operational functions of the equipment, replenishment of toner and paper, clearing of paper jams, and any other operational function required to maintain smooth operations.							**C**	
TR2	The Vendor shall have the ability to provide end-user training, training materials, and technical training for engineering support staff.							**C**	
TR3									
TR4									

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments

5.13 Optimizing Printer Fleet

#	Description	SUP	MOD	3RD	CST	FUT	NS	CRL	Comments
OP1	The Vendor shall have the ability to provide print usage reporting by user, by devise, and by department.							**C**	
OP2	The Vendor shall have the ability to provide environmental reporting (kWh, carbon, “trees”, and cumulative power).							**D**	
OP3	The Vendor shall provide a vehicle for rebate or core value exchange for decommissioned printers.							**C**	
OP4									
OP5									

5.14 Approach to “Right-sizing”
A. Please describe the Vendor’s approach and recommendations to remove or consolidate poorly matched, outdated, and redundant equipment in addition to recommendations on how to manage and monitor our printing over time.
B. Please outline any Vendor’s program available to buy back unused ink/toner supplies for decommissioned printers.

5.15 Current Printer Inventory
Please refer to the attached Excel spreadsheet for our current printer inventory.

6 Vendor Qualifications and References

All vendors must provide the following information in order for their proposal to be considered:

Full legal name of the company:	
Year business was established:	
Number of people currently employed:	
Description of current services line-up:	
Descriptions of geographic reach and market penetration:	
Description of key partnerships and relationships:	
Description of current strategy in the marketplace:	
Describe the vendor's certification, documentation, and attestation to compliance with the following; - HIPAA - PCI-DSS - PIPEDA	
For the proposed services and offerings, indicate: • Total number of current clients. • A list of clients with similar needs using a similar solution. • A list of clients who have used the same combination of integration partner and hosting partner. • Evidence of a successful completion of a project of similar size and complexity.	
Provide contact information for 3 (three) references (if possible) from projects similar in size, application, and scope and a brief description of their implementation. Include at least one reference to a recently acquired account, at least one reference to a long-term account, and at least one reference to a recently terminated account.	
Appended income statement and balance sheet for each of the two most recently completed fiscal years.	

7 Budget & Estimated Pricing

All vendors must fill out the following cost breakdown for the implementation of their printing solution for the City of Santa Fe's project as described in this RFP. Costs should be identified as either capital or non-capital in nature. The vendor must agree to keep these prices valid for thirty (30) days as of [Enter date and time].
Please summarize costs by Term(s) below: (Should additional items be required, please attach and reference title **Budget & Estimated Pricing.**)

Cost Model					
Model	Purchase Price	1 Year Monthly Lease Cost	2 Year Monthly Lease Cost	Color Maint. Cost Per Page	BW Maint. Cost Per Page
Single User B&W-_____					
Single User Color-_____					
MFP B&W-_____					
MFP Color-_____					
Other_____					
Other_____					

Cost Model					
Model		3 Year Monthly Lease Cost	4 Year Monthly Lease Cost	Color Maint. Cost Per Page	BW Maint. Cost Per Page
Single User B&W-_____					
Single User Color-_____					
MFP B&W-_____					
MFP Color-_____					
Other_____					
Other_____					

8 Vendor Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Request for Printing Solutions issued by the City of Santa Fe. The undersigned is a duly authorized officer, and hereby certifies that:

_____
(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of one hundred and thirty (130) calendar days as of the Due Date of the RFP.
The undersigned further certify that their firm (check one):
☐ IS
☐ IS NOT
currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify the City of Santa Fe of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person(s) authorized to negotiate on behalf of the City of Santa Fe for purposes of this RFP are:

Name: _____ Title: _____
Signature: _____ Date: _____

Name: _____ Title: _____
Signature: _____ Date: _____

Signature of Authorized Officer:

Name: _____ Title: _____
Signature: _____ Date: _____

EVALUATION CRITERIA
&
WEIGHTED VALUES

EVALUATION COMMITTEE MEMBERS

Proposal Component	Weighted Value	Evaluation Points (1=Low 10=High)	Total Score	Max Score
Service and Support Capabilities	15%			150
Account Management Methodologies	10%			100
Cost and Length of Contract	30%			300
Availability of equipment and supplies	15%			150
Security, installation and other technical capabilities	10%			100
Fleet optimization capabilities for fully managed printing services	15%			150
Vendor qualifications, references and certifications	5%			50
Total Score	100%			1000
Multiply the Total Score by 1.08 if company has approved local preference certification form included with proposal				1080

SIGNATURE:_____

DATE: _____

PRINTED NAME: _____

DEPARTMENT & DIVISION: _____

EVALUATION COMMITTEE MEMBERS:

Personnel from the offices of the Santa Fe Police Department (including Professional Standards & Police Records), Public Utilities-Water Department, Parking, Finance, and Information Technologies, and Telecommunications will be on the Evaluation Committee. The City of Santa Fe reserves the right to alter the size and membership of the Evaluation Committee.

At its discretion, the City reserves the right to alter the membership and size of the committee.

Scores of the evaluation committee members will be totaled to determine the top rated firms.

If interviews are conducted for the top three rated firms, those scores totaled from the evaluation committee members from the interview evaluations will determine the final top rated firm, unless other tangible extenuating circumstances are documented.

Unless noted elsewhere in this RFP, the same evaluation form will be used to separate the interview scores.

1. Executive Summary

1.1 Summary of Options

The table below summarizes the four practical options considered, initial cost estimates, strengths, weaknesses and recommendation to Departments.

Table 1 - Summary of Options

Option One – Do Nothing- Continue using existing processes and systems. Base case included for comparison **Total Cost: Business Unit specific** **Option Lifespan - Undefined**		
Strengths	**Weaknesses**	**Recommendation - Preferred/Not preferred**
Minimal additional funding to maintain current status quo.	No capacity to decrease number of printers, or establish cost per page rates No incentive to correct the current over-use of single user printers	Not preferred Option included for comparison
Option Two – One source supplies- This requires supply purchase from one Vendor. **No print management issue addressed. Simplified sourcing based on usage and reporting of monthly use.** **Total Cost: Minimal to none** **Option Lifespan – Various machine lives**		
Strengths	**Weaknesses**	**Recommendation - Preferred/Not preferred**
Provides accountability in ordering supplies On-time supply delivery eliminates back-stock	Many key business machine issues not addressed Does not address copy count or cost per page issues Limited degree of future flexibility	Not Preferred - while delivering part of the benefit, does not meet the requirements for internal transformation and renewal, leaving a significant cost-savings process gap

Option Three – Strategic Transformation or 'right-sizing' without single source supplies and maintenance. Implementation of comprehensive deployment of equipment with the aim to improve efficiency of operation and place MFP machines for high volume low cost copies. Introduces copy count control by using more cost effective machines. **Total Cost: None- induced cost savings** **Option Lifespan: 1-10 Years**		
Strengths	**Weaknesses**	**Recommendation - Preferred/Not preferred**
Addresses the underlying issues of high cost per copy Provides for improved control of copy costs	Complexity of implementation	This is a desirable option as it provides cost control benefit and accountability
Option Four – Right-sizing with single source supply and maintenance. Allows shift of print management to Vendor. Consolidation of single user printers for larger volume MFPs creating cost savings , reducing IT Technician support, and reducing the cost of consumables. **Total Cost: Business unit specific** **Option Lifespan: 1-10 Years**		
Strengths	**Weaknesses**	**Recommendation - Preferred/Not preferred**
Maximizes copy cost controls Minimizes unexpected maintenance costs	May over-burden supplier in periods of understaffing or low supply inventory Inability to hold single vendor accountable for other manufacturers' machines	Preferred option – Enables Departments to contact local supplier directly. Frees IT personnel for other work and brings copy costs down to industry standards.

1.2 Deliverables

This list can only be as complete as to what the Vendors conclude upon their analysis. What we **expect** with the preferred Vendor selection follows:

Help Desk calls related to printer issues to be reduced by 90% and taken over by the Vendor within the first 30 day period.

All machines labelled with a Vendor contact label showing hours of support, emergency contact, and 24/7 phone number.

Supply MFPs (which are to serve as Network printers) that will interface with our IBM AS400 platform.

Supply Management- Ensure consumable supplies can be on-site within eight (8) hours after verbal request.

Supply a current consumable supplies price list for all targeted printers with the assumption that prices may change from time to time.

Supply User Manuals for any added printers along with training for the appropriate staff members at no additional cost.

Provide a floor plan or 'map' of what machines will be repurposed by location, what new machines are required with location designation, and what machines will be removed from service.

Provide a final, complete list of Department printers, (after complete installation) with Serial Numbers, Make, Model, and Manufacturer's anticipated copy count in life expectancy and location of machine.

A lease agreement detailing either: cost per copy with/without a minimum copy count obligation or per month machine lease with applicable buy-out/or end of term costs.

Listing of preventative maintenance & repairs for each new MFP or printer and how they are delivered (with costs, should they be separate).

At minimum, quarterly management reports including machine use copy counts, service history, number of user contacts (via phone, email or personal contact), and total down time.

Make arrangements for ongoing meetings with Department Head and Project Manager for routine follow up and project progress, with a view to implement for city-wide use

Compliance with technical checklist from End User Services as to functionality and completion of installation with City of Santa Fe staff sign-off

Quarterly billing directly to the four Pilot Program Departments for their usage/supplies/service

Written Vendor plan (after site evaluations) as to proposed rebate, core value discount or other disposal proposal of decommissioned printer equipment

1.3 Identified Options

This section explores possible options and refines these to four practical options which could be undertaken to make the necessary improvements in the Departments systems to address the key business problems.

Option 1 – **Base Case – Do Nothing**	
Description	Costs
Continue to use existing processes and systems. The base case is included for comparison to the current cost base and does not address any of the limitations or risks.	Existing maintenance and support costs continue and grow over time due to equipment performance and age.
Risks	Barriers
• Benefits of extending current scheme may not realize cost savings or accountability, • Negative impact on City of Santa Fe reputation, Continued and increasing high service costs create inequities in machine unity in the fleet. • Existing implementation will continue to become more complex and costly to maintain, • Lack of responsiveness to the needs of Pilot Departments and continued burden on IT technician support	Future reforms or adjustments to the scheme cannot be readily implemented.
Strengths	Weaknesses
Minimal additional funding to maintain status quo	• Current issues and risks continue, • Continued high cost of ongoing maintenance, • Does not readily support changes to meet future reforms, • Continued accountability issues and difficulty in uniform replacement with preferred models • Unable to provide the required level of reporting from individual units, with reliance on data extracts and manual manipulation of data, compounding performance issues as increased reporting requirements drive further manual extracts and manipulation with 'set to fail' parameters.

Option 2 – **One source supplies**	
Description	Costs
Require purchase of all copier/printer supplies be purchased from one source. No print management issue in play. Simplified sourcing based on usage and reporting of monthly use.	No additional cost. Cost based on usual usage and specific unit functionality.
Risks	Barriers
On-time delivery from supplier may be compromised, based on Department monitoring usage. Key business elements of productivity and cost control are not addressed.	Inability to evaluate Department print needs to machine capabilities for management evaluations
Strengths	Weaknesses
Some level of cost containment in that supplier can provide supplies at reduced rate. Supplier can track usage of particular machine on limited basis	Does not address copy count issues and only minimal reporting of cost per copy elements Expandability assessments unavailable or limited at best

Option 3 – **Strategic Transformation or 'right-sizing' without single source supply & maintenance**	
Description	Costs
Transform Departmental operations through the implementation of a comprehensive deployment of equipment with strategic changes aimed at making major improvements to the efficiency of operations and placement of MFP machines for high volume print requirements based on multiple user application. This will introduce copy count controls and accountability with an ultimate view of changing the employee culture to industry best practices. By identifying high volume usage, cost savings become realized by MFP per page costs being significantly lower with copier down time minimized.	Existing maintenance and support costs continue 'as-is' therefore having no cost increase. The only identified new cost is in setting up MFPs with a lease for maintenance and supplies sourced through the selected Vendor.
Risks	Barriers
Enhancements introduce potential push-back from Department employees because of machine location and changes to operational techniques. Failure to crystalize usage parameters and isolate workflow inefficiencies Failure to monitor and identify copy counts for total Department usage Inability for total control of supply replenishment	Current complexity of workflow and copy requirements Lack of employee involvement may hinder future print management evaluation
Strengths	Weaknesses
Improvements in overall cost per copy as single-user machines, with a high per page cost, are reduced by the increased use of high capacity multi-function machines. Increased control of copy counts per Department which facilitates better cost analysis Makes inroads into unification of the printing fleet by replacement with same make/model of machines. Improved overall quality of print jobs with reduced cost per job. Reduces IT requirement for printer support as sheer volume of printers will be reduced	The issue of managed print is still not addressed though progress in overall control is improved. There is the potential of under or oversizing employee's requirements. Does not address multi-manufacturers support and maintenance protocols. +

Option 4 – **'Right-sizing' with single source supply and maintenance**	
Description	Costs
Transfer the responsibility for management of the print requirements of the Pilot Departments to an outside Vendor with the expertise and supply volume to successfully address each Department's needs for support and service. This option presents the best case for cost control, management evaluations, and printer logistics. This will eliminate the need for IT technician involvement which currently demands 40% of their time and support to the end users.	There should be an anticipated cost reduction from current levels of as much as 15%.
Risks	Barriers
Should selection of the Vendor be misguided, problems could ensue with execution and adequate support. Report targets may be sketchy in quality and inadequate in timeliness.	Availability of parts or timely service call could impact productivity. Employee feed-back, in light of culture change, may create additional issues.
Strengths	Weaknesses
Reduces IT involvement to absolute minimal levels. This is invaluable. Maximizes copy cost controls and creates visibility of Department processes. Minimizes machine down time as Vendor has control for proper management and machine utilization. Reduces the ecological footprint as more efficient machines require less toner and ink. Creates opportunity for the employees to get additional exercise by having to walk to a MFP instead of having an inefficient desk top machine No new cabling is required in the Pilot Departments. Network machines can be positioned at data drop connections.	Not all makes and models can be supported by a single vendor. This precludes 100% accuracy in reporting and management evaluations. New machines require follow up training for the employees. This will be accomplished but it will take planning, employee time, and follow through.

Table 2 - Options Analysis

Requirement	Option 1 – Do Nothing	Option 2 – One source supplies	Option 3 – Strategic Transformation	Option 4 – Right-sizing with single source supply & maintenance
Benefits	Achieves none of the expected benefits	Achieves part of the efficiency benefit	Achieves some of the expected benefits	Achieves most if not all the expected benefits
Total costs (over 5 years)	Current Dept. costs continue or grow over time as equipment ages	Some cost savings achieved by purchases at reduced rate	Some cost savings achieved by replacement of high cost per page machines with high volume-low cost machines	Same as Option 3 with the additional savings by one source supply purchases
Implementation costs	Nothing	Nothing	1-3 yr maintenance agreement for new MFPs	Same as Option 3
Ongoing costs (per year)	Per existing Dept. budget allocation	Per existing Dept. budget allocation	TBD	Target reduction of 15%
Net Present Value (	N/A	N/A	N/A	N/A
Implementation timeframe	N/A	N/A	3-4 weeks	3-4 weeks
Fit to Requirement 1 Cost Containment	Low	Medium	Medium	High
Fit to Requirement 2 Service accountability	Low	Low	Low-Medium	High
Fit to Requirement 3 Management analysis	Low	Low	Medium	High
Fit to Requirement 4 Reduced IT involvement	Low	Low	Medium	High
Conclusion	Least Preferred Option	3nd Ranked Option	2nd Ranked Option	Preferred Option

MANAGED PRINT PILOT PROGRAM PRINTER INVENTORY

LOCATION	MANUFACTR	MODEL	SERIAL NUMBER	Mono	Color	TOTAL
Police Records	**2651 Siringo Road**					
Front Work Area	HP Laser Jet	4250	SNCNGXC68004	18108	0	18108
Christine's Office	Dell	3110cn	CNOPPO19-7724040Q2042			
Dorothy's Office	Dell	C3760n	CN09671071-2CP-4096			
Betty Jo's Office	Dell	E525W	VN-OKCWX760-78240-5AQ-AO85			
Back Desk-Not in Use	Dell	3110cn	CN-OPF019-73240-86Q-2046			
Hall	Kyocera	Taskalfa420i	QWG0Z10106			
Reception	Kyocera	Taskalfa500ci	QHU9601899			
Professional Standards Bldg.						
Jessica's Office	HP	1320N	CNRC6973FC	107	0	107
Old- Not In Use	Kyocera	KM2550	AKA3042882	0	0	0
General Office	Dell	3335DN	CNOW7T5K4873007B011I	598	0	598
General Office	Dell	2130CN	CNOFX88F71971039C046	8	41	49
General Office	Kyocera	Taskalfa4551ci	L8D4703183	987	1135	2122
Santa Fe Police Dept. HQ 2515 Camino Entrada						
Basement-Evidence Room						
Rich's desk	Dell	V725W	CN01XXX6487342AG298X77RD051			
Property Tech Desk	Dell	C1765NFW	CN08GDTP7197143PL064			
Open area	Kyocera	KM4030	AGN3009362			
1st Floor SFPD HQ						
Training Room	Dell	3335DN	CNOW7C5K4873015P01G8			
Training Room	Dell	2130CN	CNOFX8857197189BC199			
Recrtg Ofcr Jones	Dell	1765NF	CN03K7BT71971417L153			
Recrtg Ofcr Champlin	Dell	1765NFW	CN08GDPP7197143PL074			
Crime Prevention Cordova	HP	2600N	None Visible			
Recruiting Leutenant	Dell	1765NFW	CN08GDTP7197143PL076			
Recrtg Ofcr Telemonte	HP	CP1215	CNAC85N0C6			
Crime Scene Unit	Dell	3130CN	CNOM236C7197103VI209			
DWI Office	Dell	C1765NF	CNO3K78T719713C0L055			

LOCATION	MANUFACTR	MODEL	SERIAL NUMBER	Mono	Color	TOTAL
DWI Program Admin	Dell	Z715W	CNOP347N4873413Q3HFB			
DWI Program Katz	Dell	2130CN	CNOXX8857197102NC268			
DWI Program Hall	Dell	3335DN	CNOW7C5K487301AP01IB0			
DWI Officer	Dell	C1765NF	CNO3K7ZP719713C0L141			
Patrol Bay	Kyocera	Taskalfa5501i	L7J3Y02050	8641	0	8641
Patrol Bay	Dell	5130TDN	CNOY986T7478232Q0004			
Patrol Bay	Dell	5130TDN	CNOY986T747824170018			
Patrol Team Offices(Hall)	Kyocera	Taskalfa300i	QZN11309905			
Patrol Team Offices(Hall)	Dell	2665DNF	CN00TG507197141AU095			
Day Shift Leutenant	Dell	C1765NFW	CN08GDTT7197143PL067			
Grave Yard Leutenant	Dell	1765NFW	CNO8GDTP7197143PL082			
Support Ops Leutenant	Dell	C1765NFW	CN08GDTP7197143PLQ88			
Swing Shift Leutenant	Dell	C1765NFW	CN08GDTP7197143PLQ78			
Patrol Captain	Dell	1765NFW	CN08GDTP7197143PL068			
Support Ops Division office	Dell	2155CN	CN0237K1719712G8205			
Support Ops Division office	Dell	V715W	CNOP347N4873415U14G0			
Support Ops Division office	Dell	C1765NFW	CN08GDTP7197143PL072			
Support Ops Division office	Dell	C1765NFW	CN08GDTP7197143PL084			
Support Ops Division office	Dell	C1765NFW	CN08GDTP71971393L053			
Front Reception Area	Kyocera	CA305	Q6Q2502362	4099	0	4099
Shelly's Office	Dell	V715W	CNOP347N4973415U44GR			
Sara's Office	HP	P2015D	CNB9C02773			
2nd Floor SFPD HQ						
Chief's Office	Dell	1765NSW	CN08GDP7197143PL073			
Chief's Office	HP LaserJet	Color CP3525N	CNCC93901Y			
Chief's Lobby Area	Dell	3765DNF	CNOG9FRC71971556U138			
Leutenant Padilla	Dell	1765NSW	CNO8GDP7197143PLQ63			
Asst Chief Salbidrez	Dell	1765NSW	CNO8GDP7197143PL071			
Public Info Officer	Dell	Z725W	CNO1XXX648734ZBA2A3B58TD0F1			
Jessica's Office	Dell	V715W	CN0P347NY873415U44HQ			
Nancy's Office	Dell	C1765NSW	CNO8GDTP7197143PL080			
Central Area	Sharp	NXM850	9T20026X			
Criminal Investigation Ctr	Dell	5330DN	KROGN47972ZZ103220230			

LOCATION	MANUFACTR	MODEL	SERIAL NUMBER	Mono	Color	TOTAL
Criminal Investigation Ctr	Dell	3130CN	CN00XM2T719711CLJ196	1529	2786	4315
Police Liaison Office	Dell	V725W	CN01XXX6487342791U1U			
Captain's Office	Dell	C1765NSW	CN03K7CT719134BL029			
Narcotics Office	Dell	C3765DNF	KRO61JC17197758P1784			
Violent Crimes Office	Dell	V725W	CN01XXX6487342451KXK6P880F1			
Violent Crimes Office	HP PhotoSmart	C5280	MY83LG20J0			
Violent Crimes Office	HP PhotoSmart	C4180	MY71UH72Z1			
Violent Crimes Office	Dell	V725W	CN01XXX64873427R1YGAVMHC0F1			
Lobby	Dell	C2665DNF	CN00TG507197141AU092			
Lobby	Kyocera	KM5035	060735 code#200603			
Burglary Division	Dell	C1765DNW	CN08GGTT7197143PL079			
Finance	Dell	3130CN	CN00XM2T719711A6J153			
Finance	Dell	2330BN	CN0DX7874873001F276L			
Finance	Dell	2330BN	CN0DX787487300262A95			
Parking Dept. 500 Market St.						
Vacant/Open area	Dell	5130cdn	CN 0Y86P-74782-4CI-0048	63	461	524
Vacant/Open area	HP	Color Laser Jet 2550N	Unknown & inoperative			
Permit Coordinator cubcl	HP	Color Laser Jet 2550N	CNGHG22674			
Cordy cubcl.	HP	Laser Jet 1022 (B&W)	CNBC62156M			
James (Next to cubcl)	Dell	B3465dnf (color)	Service Tag#8B1JSS1	1023	0	1023
Front Cage (Acct Techs)	Dell	2350dn	Service Tag# 8KKMGN1	784	0	784
For the Floor not just Parking:		*No copy counts because machine shared between Depts.				
Common Area	Canon-ImageRunnerAdvanced		PWCPY006-SN-HRT00691	0	0	0
Common Area	Canon-ImageRunnerAdvanced		PWCPY005 SN-HRT00741	0	0	0
Public Utilities-Water 801 W. San Mateo						
2nd Flr Offices						
Stephanie's Office	HP	Color Laser Jet 3550	CNBR527228	31	160	191
Miya's Office	Dell	C3760n	CN094C7M71971-31FW080	260	179	439
Admin Area	Kyocera	KM3035	AJK3116720			
Director's Office	HP	Color Laser Jet2600n	CNHP72658G			
Reception Area	HP	Color LaserJet 2550n	CNGHH54473 Key#PUCLJ002	57	77	134

LOCATION	MANUFACTR	MODEL	SERIAL NUMBER	Mono	Color	TOTAL
Rick's Office (printer NIU)	HP	Color LaserJet 2550n	CNGFH09176			
EngrHall(New-RckyMt.)	Canon-ImageRunner	Advanced	C5255 SN# JME17849	2680	993	3673
1st Floor						
Kathy Valdez	HP	Clr LaserJetCP3525n				
UtilBillg/Coll Hall	Canon-ImageRunner	Advanced	4245 SN#QHP07088	5174	0	5174
Maxine Sandoval	HP	LaserJet1200series	CNCB240344			
Marie Lujan	HP	LaserJet1022n	CNBK207429			
next to AA's (NIU)	Dell	3130cn	CN00XM2T-71971-17K-J206			
Amanda Armijo Office	HP	LaserJet1200Series	CNDL079961			
Patrick Lujan Office	HP	LaserJet 1022	CNBC58Q17Z			
Bernadette M Garcia	HP	LaserJet P2015	CNB1R81133			
UtilBilling/Cust Serv	Dell	5330dn	Key#PULJ008			
Bernadette L Garcia	HP	Clr LaserJet 2550n	CNGFH09177			
CustServ/UtilBllg open	Dell	5350dn	Key #PULJ009			
Front Lobby Reception	Dell	B3460dn	CN-09RRCP-48730-298-0086			
Cashier's Office	HP LaserJet	P2035	VNB3418481			
Cashier's Office	HP LaserJet	P2035	VNB3294239			
Cashier's Office	HP LaserJet	P2035	VNB3294247			
Cashier's Office-Back area	Brother	HL-3140cw	U63476G3J205358			
Accounting Eastside	Canon-ImageRunner	Advanced	4245 Key#QHP07095	1842	0	1842
Accounting	HP	LaserJet 1320	CNF35373YJ			
UtilBillg-Billing section	Brother	HL-3140cw	U63476A3J116762			
UtilBillg-Billing section	HP	LaserJet P2015	CNB1N54273			
UtilBillg-Billing section	HP	LaserJet 1200Series	CNC4016808			
UtilBillg-Billing section	Dell	B3460dn	CN09RRCP-48730-46P-0670			
UtilBillg-Billing section	Dell	2350dn	CN-0TNW57-48730-185-1C2C	Toner Leak		
Meter reading area	Dell	7330	Key# PULJ007	1177	0	1177
Warehouse	HP	4700N	PUCLJ009			
Transmission& Distribution Bldg.						
Mike Moya Office	HP	Clr LaserJetCP3505n	CNDC81W21B	130	155	285
Common area	Kyocera	KM2550	Mach# AKA3049486	Want to replace!		
T&D Main area	HP	Clr LaserJetCP3505n	CNBC81Q012	3	31	34

LOCATION	MANUFACTR	MODEL	SERIAL NUMBER	Mono	Color	TOTAL
Water Conservation Building						
Main area	Canon-ImageRunner	Advanced	C5240A SN# RRD05163			
Finance -City Hall 200 Lincoln Ave.						
Carolyn's area	Dell	B3460dn	CN09RRCP-48730-34B-012X			
Yolanda's area	Dell	B5460dn	CN0XY7XJ7715351K0051			
Teresita's office	Dell	C3760dn	CN-OR6YCK-71971-366-W04Z			
Oscar's office	HPLaserJet	P2015	CNB1S82032			
Helene's office	HP LaserJet	P2015	CNB1502031			
Hall by Finance	Canon-ImageRunner	Advanced	6255 Key#FDCPY003 SN;NMU13646	12428	0	12428
Budget common area	Kyocera	KM2050	Key#FDCPY002 Equip#S-1029			
Budget common area	HP	Clr LaserJet4650n	Key#FDCLJ010	0	8	8
Adam's office	HP	Clr LaserJet 4700n	Key# FDCLJ009	70	310	380
Marcus' office	HP LaserJet	4000n	USEB039288			
Amy's office	Dell	B5460dn	CNOXY7XJ771534AN001J			
Accounting Break Room	Canon-ImageRunner	Advanced	1025if CN DRL05271	634	0	634
Accounting Break Room	Dell	5130cdn	Key# FDCJ005	2308	2420	4728
Shirley's area	Lexmark B&W	E330	Machine is Grant funded			
Flora's area	HP LaserJet	4300n	CNGYS18857			
Mark's area	HP	Clr LaserJet 1600	CNCC7D50RC			
Melisa's area	HP LaserJet	1200 series	CNDX040306			
Jim Varela's area	Dell	2350dn	CN OTNW57-48730-22E-2C87			
Accounting Common Area	HP	Clr LaserJet CP3525n	CN CNCCBBJ3NF	5	372	377
Accounting Common Area	HP	Clr LaserJet 4600	FINCLJWAN2			
Accounting Common Area	Dell	1355cnw	CN-OKK2KK-71971-Z57-L168			
Laurie's area	HP LaserJet	1300n	CNBB024442			
Payroll common area	Dell	B5460dn	CN-OXY7XJ-77153-53K-0050			
Melissa's area	HP LaserJet	4050n	USB-C030524	338	0	338
Melissa's area	HP	Clr LaserJet 3600dn	CNWHH12713	1	613	614

INSTRUCTIONS RELATING TO
LOCAL PREFERENCE CERTIFICATION FORM

1. **All information must be provided.** A 10% local preference may be available for this procurement. To qualify for this preference, an offeror **must** complete and submit **the local preference certification form with its offer.** If an offer is received without the form attached, completed, notarized, and signed or if the form is received without the required information, the preference will not be applied. **The local preference form or a corrected form will not be accepted after the deadline for receipt of bids or proposals.**

2. **Local Preference precedence over State Preference:** The Local Preference takes precedence over the State Resident Preference and only one such preference will be applied to any one bid or proposal. If it is determined that the local preference applies to one or more offerors in any solicitation, the State Resident Preference will not be applied to any offers.

3. **Principal Office and location must be stated: To qualify for the local preference, the principal place of business of the enterprise must be physically located within the Santa Fe County Geographic Boundaries. The business location inserted on the Form must be a physical location, street address or such. DO NOT use a post office box or other postal address. Principal place of business must have been established no less than six months preceding application for certification.**

4. **Subcontractors do not qualify:** Only the business, or if joint venture, one of the parties of the joint venture, which will actually be performing the services or providing the goods solicited by this request and will be responsible under any resulting contract will qualify for this preference. A subcontractor may not qualify on behalf of a prime contractor.

5. **Definition:** The following definition applies to this preference.

   A local business is an entity with its Principal office and place of business located in Santa Fe County.
   A Principal office is defined as: The main or home office of the business as identified in tax returns, business licenses and other official business documents. A Principal office is the primary location where the business conducts its daily operations, for the general public, if applicable. A temporary location or movable property, or one that is established to oversee a City of Santa Fe project does not qualify as a Principal office.

Additional Documentation: If requested a business will be required to provide, within 3 working days of the request, documentation to substantiate the information provided on the form. Any business which must be registered under state law must be able to show that it is a business entity in good standing if so requested.

LOCAL PREFERENCE CERTIFICATION FORM

RFP/RFB NO: _____

Business Name: _____

Principal Office: _____
Street Address City State Zip Code

City of Santa Fe Business License #_____ (Attach Copy to this Form)

Date Principal Office was established: _____ (Established date must be six months before date of Publication of this RFP or RFB).

CERTIFICATION

I hereby certify that the business set out above is the principal Offeror submitting this offer or is one of the principal Offerors jointly submitting this offer (e.g. as a partnership, joint venture). I hereby certify that the information which I have provided on this Form is true and correct, that I am authorized to sign on behalf of the business set out above and, if requested by the City of Santa Fe, will provide within 3 working days of receipt of notice, the necessary documents to substantiate the information provided on this Form.

Signature of Authorized Individual: _____

Printed Name: _____

Title: _____ Date: _____

Subscribed and sworn before me by_____ this____, day of _____

My commission expires_____ _____
Notary Public

SEAL

YOU MUST RETURN THIS FORM WITH YOU OFFER

RESIDENT VETERANS PREFERENCE CERTIFICATION

_____ (NAME OF CONTRACTOR) hereby certifies the following in regard to application of the resident veterans' preference to this procurement.

Please check one box only:

☐I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is less than $1M allowing me the 10% preference discount on this solicitation. I understand that knowingly giving false or misleading information about this fact constitutes a crime.

☐ I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is more than $1M but less than $5M allowing me the 8% preference discount on this solicitation. I understand that knowingly giving false or misleading information about this fact constitutes a crime.

☐ I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is more than $5M allowing me the 7% preference discount on this solicitation. I understand that knowingly giving false or misleading information about this fact constitutes a crime.

I agree to submit a report or reports to the State Purchasing Division of the General Services Department declaring under penalty of perjury that during the last calendar year starting January 1 and ending on December 31, the following to be true and accurate:

In conjunction with this procurement and the requirements of this business application for a Resident Veteran Business Preference/Resident Veteran Contractor Preference under Sections 13-1-21 or 13-1-22 NMSA 1978, which awarded a contract which was on the basis of having such veterans preference, I agree to report to the State Purchasing Division of the General Services Department the awarded amount involved. I will indicate in the report the award amount as a purchase from a public body or as a public works contract from a public body as the case may be.

I understand that knowingly giving false or misleading information on this report constitutes a crime.

I declare under penalty of perjury that this statement is true to the best of my knowledge. I understand that giving false or misleading statements about material fact regarding this matter constitutes a crime.

_____ _____

(Signature of Business Representative)* (Date)

*Must be an authorized signatory of the Business.

The representation made by checking the above boxes constitutes a material representation by the business. If the statements are proven to be incorrect, this may result in denial of an award or un-award of the procurement.

SIGNED AND SEALED THIS_____DAY OF _____, 2012.

_____

NOTARY PUBLIC

My Commission Expires:

_____

REQUEST FOR PROPOSALS ONLY

CITY OF SANTA FE

PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made and entered into by and between the City of Santa Fe (the "City") and _____ (the "Contractor"). The date of this Agreement shall be the date when it is executed by the City and the Contractor, whichever occurs last.

1. SCOPE OF SERVICES

The Contractor shall provide the following services to the City as represented in the Contractor's proposal to the City in response to RFP #16/XX/X:

A. Services being sought (as stated in Section 1.1 and 5 - 5.15 of the RFP) include, but are not limited to:

1) Supply multifunction printers for the City of Santa Fe through leasing agreements. Suggest and implement placement of right-sized machines in strategic and logical locations to facilitate staff productivity and logistic efficiencies. Provide fully managed printing services for the selected Departments (listed in Section 2.4 of the RFP) which can be expanded to city-wide use at a later date.

2) All terms and conditions of RFP #16/XX/P and the Contractor's response to such document(s) are incorporated herein by reference and as Exhibit "B" attached hereto.

B. Deliverables as stated in Section 1.2 of the RFP.

2. STANDARD OF PERFORMANCE; LICENSES

A. The Contractor represents that it possesses the personnel experience and knowledge necessary to perform the services described under this Agreement.

B. The Contractor agrees to obtain and maintain throughout the term of this Agreement, all applicable professional and business licenses required by law, for itself, its employees, agents, representatives and subcontractors.

3. COMPENSATION

A. The City shall pay to the Contractor in full payment for services rendered, a sum not to exceed_____ ($), plus or inclusive of applicable gross receipts taxes as described in Exhibit "C" of the Contractor's proposed solution.

B. The Contractor shall be responsible for payment of gross receipts taxes levied by the State of New Mexico on the sums paid under this Agreement.

4. APPROPRIATIONS

The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the City for the performance of this Agreement. If sufficient appropriations and authorization are not made by the City, this Agreement shall terminate upon written notice being given by the City to the Contractor. The City's decision as to whether sufficient appropriations are available shall be accepted by the Contractor and shall be final.

5. TERM AND EFFECTIVE DATE

This Agreement shall be effective when signed by the City and the Contractor, whichever occurs last, and shall terminate on_____, unless sooner

pursuant to Article 6 below.

6. TERMINATION

A. This Agreement may be terminated by the City upon 30 days written notice to the Contractor.

(1) The Contractor shall render a final report of the services performed up to the date of termination and shall turn over to the City original copies of all work product, research or papers prepared under this Agreement.

(2) If compensation is not based upon hourly rates for services rendered, therefore the City shall pay the Contractor for the reasonable value of services satisfactorily performed through the date Contractor receives notice of such termination, and for which compensation has not already been paid.

(3) If compensation is based upon hourly rates and expenses, Contractor shall be paid for services rendered and expenses incurred through the date Contractor receives notice of such termination.

7. STATUS OF CONTRACTOR; RESPONSIBILITY FOR PAYMENT OF EMPLOYEES AND SUBCONTRACTORS

A. The Contractor and its agents and employees are independent contractors performing professional services for the City and are not employees of the City. The Contractor, and its agents and employees, shall not accrue leave, retirement, insurance, bonding, use of City vehicles, or any other benefits afforded to employees of the City as a result of this Agreement.

B. Contractor shall be solely responsible for payment of wages, salaries and benefits to any and all employees or subcontractors retained by Contractor

in the performance of the services under this Agreement.

C. The Contractor shall comply with City of Santa Fe Minimum Wage, Article 28-1-SFCC 1987, as well as any subsequent changes to such article throughout the term of this Agreement.

8. CONFIDENTIALITY

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor without the prior written approval of the City.

9. CONFLICT OF INTEREST

The Contractor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this Agreement. Contractor further agrees that in the performance of this Agreement no persons having any such interests shall be employed.

10. ASSIGNMENT; SUBCONTRACTING

The Contractor shall not assign or transfer any rights, privileges, obligations or other interest under this Agreement, including any claims for money due, without the prior written consent of the City. The Contractor shall not subcontract any portion of the services to be performed under this Agreement without the prior written approval of the City.

11. RELEASE

The Contractor, upon acceptance of final payment of the amount due under

this Agreement, releases the City, its officers and employees, from all liabilities, claims and obligations whatsoever arising from or under this Agreement. The Contractor agrees not to purport to bind the City to any obligation not assumed herein by the City unless the Contractor has express written authority to do so, and then only within the strict limits of that authority.

12. INSURANCE

A. The Contractor, at its own cost and expense, shall carry and maintain in full force and effect during the term of this Agreement, comprehensive general liability insurance covering bodily injury and property damage liability, in a form and with an insurance company acceptable to the City, with limits of coverage in the maximum amount which the City could be held liable under the New Mexico Tort Claims Act for each person injured and for each accident resulting in damage to property. Such insurance shall provide that the City is named as an additional insured and that the City is notified no less than 30 days in advance of cancellation for any reason. The Contractor shall furnish the City with a copy of a Certificate of Insurance as a condition prior to performing services under this Agreement.

B. Contractor shall also obtain and maintain Workers' Compensation insurance, required by law, to provide coverage for Contractor's employees throughout the term of this Agreement. Contractor shall provide the City with evidence of its compliance with such requirement.

C. Contractor shall maintain professional liability insurance throughout the term of this Agreement providing a minimum coverage in the amount required under the New Mexico Tort Claims Act. The Contractor shall furnish the City with proof of

insurance of Contractor's compliance with the provisions of this section as a condition prior to performing services under this Agreement.

13. INDEMNIFICATION

The Contractor shall indemnify, hold harmless and defend the City from all losses, damages, claims or judgments, including payments of all attorneys' fees and costs on account of any suit, judgment, execution, claim, action or demand whatsoever arising from Contractor's performance under this Agreement as well as the performance of Contractor's employees, agents, representatives and subcontractors.

14. NEW MEXICO TORT CLAIMS ACT

Any liability incurred by the City of Santa Fe in connection with this Agreement is subject to the immunities and limitations of the New Mexico Tort Claims Act, Section 41-4-1, et. seq. NMSA 1978, as amended. The City and its "public employees" as defined in the New Mexico Tort Claims Act, do not waive sovereign immunity, do not waive any defense and do not waive any limitation of liability pursuant to law. No provision in this Agreement modifies or waives any provision of the New Mexico Tort Claims Act.

15. THIRD PARTY BENEFICIARIES

By entering into this Agreement, the parties do not intend to create any right, title or interest in or for the benefit of any person other than the City and the Contractor. No person shall claim any right, title or interest under this Agreement or seek to enforce this Agreement as a third party beneficiary of this Agreement.

16. RECORDS AND AUDIT

The Contractor shall maintain, throughout the term of this Agreement and for a period of three years thereafter, detailed records that indicate the date, time and nature

of services rendered. These records shall be subject to inspection by the City, the Department of Finance and Administration, and the State Auditor. The City shall have the right to audit the billing both before and after payment. Payment under this Agreement shall not foreclose the right of the City to recover excessive or illegal payments.

17. APPLICABLE LAW; CHOICE OF LAW; VENUE

Contractor shall abide by all applicable federal and state laws and regulations, and all ordinances, rules and regulations of the City of Santa Fe. In any action, suit or legal dispute arising from this Agreement, the Contractor agrees that the laws of the State of New Mexico shall govern. The parties agree that any action or suit arising from this Agreement shall be commenced in a federal or state court of competent jurisdiction in New Mexico. Any action or suit commenced in the courts of the State of New Mexico shall be brought in the First Judicial District Court.

18. AMENDMENT

This Agreement shall not be altered, changed or modified except by an amendment in writing executed by the parties hereto.

19. SCOPE OF AGREEMENT

This Agreement incorporates all the agreements, covenants, and understandings between the parties hereto concerning the services to be performed hereunder, and all such agreements, covenants and understandings have been merged into this Agreement. This Agreement expresses the entire Agreement and understanding between the parties with respect to said services. No prior agreement or understanding, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.

20. NON-DISCRIMINATION

During the term of this Agreement, Contractor shall not discriminate against any employee or applicant for an employment position to be used in the performance of services by Contractor hereunder, on the basis of ethnicity, race, age, religion, creed, color, national origin, ancestry, sex, gender, sexual orientation, physical or mental disability, medical condition, or citizenship status.

21. SEVERABILITY

In case any one or more of the provisions contained in this Agreement or any application thereof shall be invalid, illegal or unenforceable in any respect, the validity, legality, and enforceability of the remaining provisions contained herein and any other application thereof shall not in any way be affected or impaired thereby.

22. NOTICES

Any notices required to be given under this Agreement shall be in writing and served by personal delivery or by mail, postage prepaid, to the parties at the following addresses:

City of Santa Fe: Contractor:

IN WITNESS WHEREOF, the parties have executed this Agreement on the date set forth below.

CITY OF SANTA FE:

_____
JAVIER M. GONZALES, MAYOR
or BRIAN K. SNYDER, CITY MANAGER

DATE:_____

CONTRACTOR:

_____
NAME AND TITLE

DATE:_____

CRS#_____
City of Santa Fe Business
Registration # _____

ATTEST:

_____
YOLANDA Y. VIGIL, CITY CLERK

APPROVED AS TO FORM:

Asst City Attorney for
_____
KELLEY A. BRENNAN, CITY ATTORNEY

APPROVED:

_____
OSCAR RODRIGUEZ, FINANCE DIRECTOR

Business Unit Line Item:
_____

CITY OF SANTA FE LIVING WAGE ORDINANCE

City of Santa Fe Living Wage Ordinance

PURSUANT TO THE CITY OF SANTA FE
LIVING WAGE ORDINANCE, SECTION 28-1 SFCC 1987
EFFECTIVE MARCH 1, 2016 ALL WORKERS WITHIN THE
CITY OF SANTA FE
SHALL BE PAID A LIVING WAGE OF

$10.91
PER HOUR

Santa Fe's Living Wage

- The Santa Fe Living Wage Ordinance establishes minimum hourly wages.
- The March Living Wage increase corresponds to the increase in the Consumer Price Index (CPI).
- All employers required to have a business license or registration from the City of Santa Fe ("City") must pay at least the adjusted Living Wage to employees for all hours worked within the Santa Fe city limits.

Who is Required to Pay the Living Wage?

- The City to all full-time permanent workers employed by the City;
- Contractors for the City, that have a contract requiring the performance of a service but excluding purchases of goods;
- Businesses receiving assistance relating to economic development in the form of grants, subsidies, loan guarantees or industrial revenue bonds in excess of twenty-five thousand dollars ($25,000) for the duration of the City grant or subsidy;
- Businesses required to have a business license or registration from the City; and
- Nonprofit organizations, except for those whose primary source of funds is from Medicaid waivers.
- For workers who customarily receive more than one hundred dollars ($100) per month in tips or commissions, any tips or commissions received and retained by a worker shall be counted as wages and credited towards satisfaction of the Living Wage provided that, for tipped workers, all tips received by such workers are retained by the workers, except that the pooling of tips among workers shall be permitted.

More Information, including the Living Wage Ordinance, is available at
http://www.santafenm.gov
(Click on Hot Topics/Living Wage)

City of Santa Fe Living Wage Ordinance

EFECTIVO DESDE EL DÍA PRIMERO DE MARZO DE 2016 PARA TODOS LOS TRABAJADORES QUE LABOREN DENTRO DE LOS LÍMITES DE LA CIUDAD DE SANTA FE EL SALARIO MÍNIMO ESTABLECIDO QUE DEBERÁ SER PAGADO ES DE

$10.91

POR HORA

Salario Mínimo para la ciudad de Santa Fe

- **La ciudad de Santa Fe establece salario mínimo por hora.**
- **Desde el Marzo el incremento de salario, corresponde con el aumento en el índice de precios al consumidor (IPC).**
- **Todos los empleadores requieren, por ley, tener una licencia o registro de la ciudad de Santa Fe, deben pagar al menos el salario ajustado a los empleados de todas las horas trabajadas dentro de los límites de la ciudad de Santa Fe.**

¿Quién está obligado a pagar el salario?

- **La ciudad a todos los trabajadores a tiempo completo permanentes contratados por la ciudad;**
- **Contratistas para la ciudad, tiene un contrato que requiere la prestación de un servicio, pero excluyendo las compras de mercancías;**
- **Empresas reciben asistencia en relación con el desarrollo económico en forma de becas, subsidios, garantías de préstamos o bonos industriales de ingresos superiores a 25 mil dólares ($25,000) para la duración de la beca de ciudad o de subvención;**
- **Empresasrequieren contar con la licencia o el registro de la ciudad; y**
- Organizaciones sin fines de lucro, con excepción de aquellos cuya principal fuente de **fondos es de exenciones de Medicaid.**
- **Para los trabajadores que habitualmente reciben más de cien dólares ($100) por mes en consejos o comisiones, consejos o comisiones recibidas y retenida por un trabajador serán contados como salarios y acreditados hacia la satisfacción de los salario siempre que, para los trabajadores reciben propinas, todos los consejos recibidos por estos trabajadores son retenidos por los trabajadores, salvo que se permitirá la puesta en común de consejos entre los trabajadores.**

Más información, incluyendo la ordenanza del salario, está disponible en
http://www.santafenm.gov
(haga clic en Hot Topics/Living Wage)