

NEW HANOVER COUNTY	RFP 16-0052 COST PER COPY PROGRAM	
	Proposals are due by: August 21, 2015 at 5:00 PM EST	
	Contract Type: Open Market Solicitation	
Refer <u>ALL</u> Inquiries to: Lena Butler, Purchasing Supervisor E-Mail: lbutler@nhcgov.com	Issue Date: July 22, 2015	Commodity: Copier Cost-Per-Copy Program
Telephone No.: (910) 798-7190	Using Agency Name: New Hanover County Local Government	

NOTICE TO BIDDERS

Sealed proposals, subject to the conditions made a part hereof, will be received at this office (230 Government Center Drive, Suite 165, Wilmington, NC) until **5:00 p.m. Eastern Standard Time on Friday, August 21, 2015**, for furnishing and delivering the commodity as described herein.

Bids submitted via facsimile (FAX) machine or Email in response to this Request for Proposals are not acceptable. Please refer to page 3 for information on submitting your proposal.

EXECUTION

In compliance with this Request for Proposals, and subject to all the conditions herein, the undersigned offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices proposed for the option, which New Hanover County will choose. By executing this bid, I certify that this bid is submitted competitively and without collusion (G.S. 147-33-100).

Failure to execute/sign bid prior to submittal shall render bid invalid. Late bids are not acceptable.

BIDDER:		FEDERAL ID OR SOCIAL SECURITY NO.	
STREET ADDRESS:		P.O. BOX:	ZIP:
CITY & STATE & ZIP:		TELEPHONE NUMBER:	TOLL FREE TEL. NO (800)
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:		FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	E-MAIL:	

Offer valid for 90 days from date of bid opening unless otherwise stated here: ____ days

Request for Proposals
RFP 16-0052
Comprehensive Multi-Functional Copier/Printing Cost per Copy Program
For
New Hanover County, Wilmington North Carolina

The purpose of this Request for Proposals (RFP) is to obtain pricing for and select a vendor to provide a cost per copy program for New Hanover County. The vendor shall provide the County with a multi function copier solution based on a fixed price per copy countywide.

The County is requesting pricing for a 36 month term to include a mix of b&w and color machines. The County may elect to extend the term for an additional two (2) years after the initial term expires. The awarded vendor shall provide additional equipment as needed and update or replace equipment as requested by the County during the term of the contract at the same rate and within the same term as the original contract.

The vendor will propose to the County the model and number of multi-function and print devices needed, per department, based on current inventory/volume. Spreadsheets for each quarter during Fiscal Year 2015 are attached listing departments, locations, equipment model numbers, and quarterly usage. The vendor will be responsible for implementing the correct size machine, delivery, set-up, assembly, check-out, service, operator training and the necessary operating manuals.

The County prefers not to use stand alone printers and faxes as a multi-function solution. However, there are some locations that will need a designated network printer.

The contract will be awarded to the vendor deemed to have submitted the best overall proposal on the basis of the factors included in the RFP. The County may cancel the RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. The award document will be a contract incorporating by reference all the requirements, items and conditions of the RFP.

I. Procurement Process

A. Timetable:

The County expects to undertake the selection process according to the following schedule. Please note that dates are approximate and are subject to change.

Release of RFP:	July 22, 2015
Deadline for Questions	August 7, 2015
RFP Due Date	August 21, 2015 at 5:00 PM
Notify vendors of interview	TBD
Interview dates, if needed	TBD
Anticipated Award Date:	TBD

B. Interpretations and Clarifications:

Requests for information or clarification of this RFP must be made in writing and addressed to Lena Butler at the address, fax, or e-mail address listed below, with e-mail being the preferred method of communication. Please reference the RFP page and topic.

Lena L. Butler, Purchasing Supervisor
New Hanover County
230 Government Center Drive, Suite 165
Wilmington, NC 28403
Phone (910) 798-7190, Fax: (910) 798-7806
E-mail: lbutler@nhcgov.com

The answers to questions submitted that require a response will be available to all vendors in the form of an addendum via e-mail or on the New Hanover County Purchasing and Bidding page: <http://www.nhcgov.com/business-nhc/bids/>.

C. Submission of RFP:

One (1) original, one (1) electronic file on CD media of the proposal shall be submitted by **August 21, 2015 by 5:00 p.m.** to:

Lena L. Butler, Purchasing Supervisor
New Hanover County
230 Government Center Drive, Suite 165
Wilmington, NC 28403

- **Proposals should be clearly marked “RFP 16-0052--Cost Per Copy Program.”**
- When received, all proposals and supporting materials, as well as correspondence relating to the RFP, shall become the property of the County. **Proposals sent by fax or email will not be accepted.**
- As allowed under NCGS 143.129.8, proposals will not be made available to inspect or copy until the contract has been awarded.
- In submitting a proposal, it is understood by the vendor that New Hanover County reserves the right to accept any proposal, to reject any and all proposals and to waive any irregularities or informalities in proposals when to do so is in the best interest of New Hanover County.
- Any proposal may be withdrawn or modified by written request of the vendor, provided such request is received by the County at the designated address **prior** to the date and time set for receipt of proposals.

- If a proposal includes any propriety data or information, such data or information must be specifically identified as such **on every page** on which it is found. Data or information so identified will remain confidential to the extent allowed by North Carolina law pursuant to GS 132-1.2 and will be used by New Hanover County personnel solely for the purposes of evaluating proposals and conducting contract negotiations.
- All proposing firms or individuals shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejection of the proposal. However, New Hanover County reserves the right to change the conditions, requirements and specifications as it deems necessary.
- No proposals will be accepted from any person or organization that is in arrears for any obligation to New Hanover County, or that otherwise may be deemed irresponsible or unresponsive by county staff or the New Hanover County Board of Commissioners.
- All prices quoted must be firm for a period of 90 (ninety) days following the proposal deadline.
- The cost of preparing a response to the RFP will not be reimbursed by the County.
- All proposals should include all necessary brochures of proposed equipment.
- No agreements with any selected vendor shall be binding until a contract is signed and executed by the County Manager and authorized representatives of the vendor.

D. Proposal Content:

Proposals should contain the following information:

- Cover letter presenting the vendor's understanding of the project, a summary of the approach to be undertaken to perform the services, as well as a summary of the costs to provide the services. It should be signed by an individual authorized to execute binding legal documents on behalf of the vendor and include the name, address, telephone number and fax number of the vendor along with the name, title, address, telephone and fax numbers of the executive that has the authority to contract and the Company Point of Contact with the county.
- The vendor shall submit an executive summary, which shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the proposed services. The summary should also highlight aspects of the proposal which make it superior or unique in addressing the needs of the county.
- Vendor shall provide a concise description of the company, including origin, state of incorporation, background, and current size. Include information concerning experience with similar Cost per Copy or Multi-Function Machine projects. In

addition, please describe why you feel that your services, from a technical and functional perspective, are the best fit for the county.

- Describe how your organization shall fulfill the county's requirements for a program designed to meet the current and future needs.
 - a. Define each model of machine proposed including:
 - Manufacturer
 - Model
 - Minimum number of impressions per month acceptable to keep machine in place
 - Maximum number of impressions per month for this machine
 - Picture of the proposed device
 - b. Describe how changes to the contract including machine additions and deletions would be handled administratively and operationally.
 - c. Identify the page count. What is one "tic, what is more than one?"
 - d. Describe the approach your company will take to training end users on the equipment.
 - e. Describe the approach your company will take to implement the equipment across the county.
 - f. Describe the approach your company will take for supplies replenishment.
 - g. Describe the approach your company will take to resolve service issues with equipment under the contract.
 - h. Describe how your scanning solution will work.
 - i. Describe how your faxing solution will work.
 - j. Describe how your network printing solution will work.
 - k. Describe your tools for managing the devices and how the Local Government Point of Contact and IT personnel could utilize these tools.
 - l. Describe the security features of the products you are proposing in relationship to denying access to the County's network for each of the functions it performs.

E. Pricing

The county is requesting a fixed cost per copy price contract for both black & white and for color copies. All supplies except for paper should be included in the fixed cost per copy price. The vendor may also submit an alternate solution based on the department information spreadsheet.

Requirements:

- Upgrades and requested options shall be specifically identified the first month of the addition to the County invoice
- No third party leasing or billing will be acceptable.
- All additions later in the contract term will be at the same price, term and conditions of the original award.
- The vendor must identify in the proposal all occasions when charges are not covered by the contract and present a proposed range of charges.

- The vendor may not increase the cost per copy rate at any time during the contract. However, the vendor may at any time evaluate the usage and offer a lower rate or lower the rate based on technology standard.

II. THE SELECTION PROCESS

A. Award of contract:

- Upon review of proposals, the county will select a single vendor to provide the services sought within the content of this RFP. Pursuant to G.S. 143-129.8, the county will award a contract to the vendor that submits the best overall proposal, as determined by the county. Negotiations may be undertaken with the vendor whose proposal is the best overall and whose understanding, qualifications, experience, technical approach, and financial terms show them to be qualified, responsible and capable of providing the services.
- The contract awarded as a result of this RFP will be selected based on the most advantageous to the county and that best meets the needs of New Hanover County. The contract will not necessarily be awarded to the respondent with the lowest overall cost proposal or lowest overall cost per copy.

B. Selection Criteria:

- Proposals will be evaluated and scored by a committee consisting of information technology personnel and finance personnel on the basis of the following criteria, which will be accorded equal weight:
 - ❖ Suitability of proposed items for purpose intended.
 - ❖ Ability of vendor and willingness of vendor to modify equipment and processes as needed based on the County's systems needs.
 - ❖ Ability of vendor to meet the time schedule of the project. Preference will be given to proposals demonstrating an ability to carry out the tasks and responsibilities outlined in the proposal in a prompt and efficient manner.
 - ❖ Vendor record or performance and integrity. Preference will be given to respondents demonstrating strong capabilities, experience and reputation in undertakings similar to those described in this RFP.
 - ❖ Vendor's service record. Preference will be given to respondents demonstrating the ability to respond to maintenance and service tasks and responsibilities outlined in the proposal in a prompt and

efficient manner. Proposals should outline the respondent's specific responsibilities for installation, operation, maintenance and repair of equipment and systems following installation and should demonstrate the ability of the respondent to provide service on both a routine and an emergency basis.

❖ Overall response to the proposal.

- The evaluation committee may conduct interviews with the finalists to clarify information provided in the proposals. Vendors will be notified if an interview is needed with them.
- Following the criteria listed in G.S. 143-129.8 and 143-135.9, the county will make a final selection based on the evaluation committee's recommendation and such other factors as the county deems to be in its best interest, which factors shall be recorded.

III. SCOPE OF WORK

The county wishes to take advantage of advances in technology for print devices and multi-function machines. The vendor should consider user-friendly functionality, supplies replenishment, and equipment service as critical components of the RFP. Multi-function machines will be right-sized as deemed appropriate by the County Point of Contact and the Vendor during the term of the contract.

Enterprise-wide licenses for any software or hardware required to perform copy, print, scan and fax functions must be included in your pricing structure so that all county employees can utilize the devices without additional software costs. It is expected that all multi-function machines will be connected to the respective networks and that all employees will utilize them. Any software or hardware necessary for all employees, approximately 1,500, to utilize all aspects of the equipment must be included in your proposal.

If your solution requires any additional servers or computer hardware, it must be included in your proposal and pricing structure and should be clearly identified as additional equipment required for your solution.

Department count volumes given in this RFP are approximate; no minimum number of impressions per machine or for the total contract is implied or guaranteed. Historical volumes are offered to aid in the forecasting of equipment needs and the cost of fulfilling the contract.

The county will provide electrical service and network wiring for equipment installed. If the county requests a change in equipment requiring changes in electrical outlets, the cost

to perform the electrical work of network connection will be the responsibility and expense of the county.

It is essential that the vendor understand the needs of the county departments will change over the contract period. The successful vendor must reflect a plan for moving and changing equipment to meet these changing needs as they occur without additional cost for the services provided. The county must have the ability to add or delete machines from the contract and modify machine requirements as our internal needs change over time.

The vendor is solely responsible for maintaining and servicing all equipment installed at the county and seeing that all features of the machine are in working order at all times during the term of the contract with the County.

The awarded vendor shall be responsible for replacing the present equipment with minimal disruption to County operations.

A. Multi-Function Machines.

- Proposals that give the county flexibility in changing machine size and requirements easily and without additional cost during the term of the contract will be given priority.
- All machines installed during the first 12 months of the contract period must be new machines and all machines are to be current retail models and digital with the latest technology. A “new” machine is defined as newly assembled for first-time use with new components and manufactured within six months of the date of the contract award. No factory-refurbished machines will be accepted. The only exception to the above stipulation is that in the event the current vendor is awarded the new contract, the County reserves the right to either have all units removed or to consider leaving in place any new units installed (12) twelve or fewer months.
- Additional machines will be added as required by the County during the term of the contract. Should the County approve used machines at any point in the term of the contract, the County may request a record of service for each used machine. Machines with a history of maintenance problems will not be accepted.
- The title (ownership) of each machine will remain with the awarded vendor and never be passed on to New Hanover County. In addition, New Hanover County will not be responsible for any taxes other than applicable sales taxes.
- All equipment proposed must have a meter or other device to measure impressions that will be able to be accessed for easy reading. In addition, the user must be able to separate the meter monthly counts by department, account code, and B&W and color usage. The equipment console display must signal the user

of the need for paper, toner, developer, or of the occurrence of paper jams and/or misfeeds. Controls should also include exposure adjustments for print quality.

- Upon the contract award, it will be the vendor's responsibility to ensure that the equipment proposed for each location is capable of fitting into the space provided, and the voltage supply and electrical plug are adequate for the machines being proposed. Changes of electrical outlets or the addition of network connections will be coordinated with the County Point of Contact as needed at the expense of the county. The vendor will not be required to supply a multi-function machine to any location that the County does not approve a network connection.
- Due to HIPAA regulations, hard drives must be destroyed using methods that are fully compliant with HIPAA. The provider must sign a contract that states it will follow appropriate procedures to protect the data until it is destroyed and then follow documented processes and procedures for the destruction of the data. Finally, the provider will also provide documented proof of the destruction of the data.

i. Device Supplies.

∇ All supplies, maintenance items, and repair parts relating to equipment proposed in this proposal are the sole responsibility of the vendor, with the exception of paper. All parts supplied by the vendor will be Original Equipment Manufacturer (OEM) for the term of the contract, no generic parts will be allowed. The vendor will be responsible for keeping an adequate stock of supplies and repair parts so that no county department has an unreasonable delay in productivity. The vendor is required to monitor toner levels remotely and provide automatic toner replacements to the department in need without requiring a formal request from the County.

∇ County departments can be serviced on an as-needed basis with no department waiting longer than three (3) days for supplies replenishment after notifying the vendor of low supply volume. It is acceptable for the vendor to supply the departments with extra supplies, if space is available, so that it will not be necessary to service on a daily basis.

∇ Power cords, surge protectors (if required), network connection cords and any other required cords or connection devices, must be provided for each multi-function machine by the vendor.

ii. Scanning

∇ All multi-function machines under the contract will have the ability to scan documents into a minimum of:

- TIFF
- JPEG
- PDF

- ∇ Single-pass duplex scanning will be preferable
- ∇ It is expected that all multi-function machines, regardless of model, will have the ability to scan documents at a minimum of 600 x 600 dpi.
- ∇ It is expected that all multi-function machines will have the ability to connect to the county's e-mail system user listing via Active Directory and scan to e-mail using any of the file formats listed above.
- ∇ It is expected that all multi-function machines will be able to scan to network file shares.
- ∇ Scanning functions should be configurable from the network and all devices should include a software package that allows for device management. The ability to scan in color, even from a monochrome-printing multi-function machine is preferred.
- ∇ The vendor must include any software or hardware needed to complete the proposed scanning services in their proposal as part of the standard pricing program.

B. Faxing

- The county would like to have multi-function machines that are capable of sending faxes through analog phone lines, VoIP, or RightFax.
- It will be preferable for any software necessary to send or receive faxes be integrated into the printer driver
- All outbound faxing will be provided at no cost to the county. All inbound faxing resulting in a printed impression and any printed fax confirmation page will be an impression for purposes of invoicing under the contract. Each vendor must include any software or hardware needed to complete the proposed fax services in their proposal as part of the standard pricing program.
- The multi-function machine must have a secure fax modem, meaning that it cannot be used by unauthorized individuals to gain access to documents or to the county's network. Please document how the multi-function machines in your proposal are protected from this type of intrusion. Also, please document any security risks.

C. Network Printing

- Each multi-function machine must be able to print documents at a minimum of 600 dpi.
- All network printing to multi-function machines must be invoiced to a specific department by use of account code set up.

- The County is interested in using Active Directory to identify employees for use at all network devices.
- Note in your proposal if a stand-alone print server is required or if the device will function as just another printer on the network. Any required hardware such as a print server or required software must be included in your proposed costs.

D. Department Charges

Each device must support the ability to program access codes for the purpose of distributing monthly cost at the County level. This capability must be available for both copy and print items. The County may consider relaxing this requirement for the smallest model when used only within one department and program. The ability to associate access codes to Active Directory groups or users will be preferable.

E. Paper

- All multi-function machines and print devices must have the ability of effectively utilize 20 lb. xerographic bond paper and a range of other paper of various weight and finishes, **including recycled paper** with at least thirty percent (30%) post consumer fiber.
- Machines must have the ability to accommodate card stock.
- No equipment may be proposed which requires special or coated paper.

F. Addition of Multi-Function Machines During Installation

Every attempt as been made to identify and correctly determine the need of all County departments; however, machines will likely be missed during the preparation of this RFP. The vendor must allow equipment to be added to the contract without any change in the cost-per-impression. Also, some departments may wish to upgrade the equipment they have been assigned in this RFP and must be allowed to do so. No machine upgrade will be allowed to take place without the approval of the County Point of Contact.

G. Machine Service

- The vendor must devise and clearly explain a procedure for service and maintenance for all machines. Vendor will devise and clearly explain a Service Call System that will benefit the County and work within the vendor's capabilities. The Service Call System must provide the following at a minimum:
 - ∇ Each department will notify the vendor directly when an issue arises.
 - ∇ The IT department will check for network problems that could be affecting the device and if no issues are found will contact the vendor.
 - ∇ The vendor must have at a minimum a service response program that is available from 8:00AM to 5:00PM Monday through Friday. All calls to the

vendor placed between 8:00AM to 5:00PM M-F must be answered immediately by a representative of the vendor.

- ∇ The County service response shall at minimum include a phone call within one hour and a technician on site within four (4) hours from the initial Call for Service.
- ∇ If the service technician cannot repair the machine at the initial service call, a sign must be affixed to the machine giving a date and time the machine will be back in service.
- ∇ All service calls must be tracked and updated in a computerized Service Call System (SCS) preferably accessed by the County Point of Contact via a website over the internet. The SCS must be able to generate reports for service history by machine. The SCS must be able to report in hours how long each machine experienced downtime per call and must be able to give a total number of hours downtime by machine per month. The SCS must be capable of reporting problems by machine on a monthly basis. The SCS must be kept up to date at all times during the contract with accurate information about each machines location, service history, identification number, and machine features.
- ∇ The vendor must address how to cover service for departments that have after hour emergencies (i.e. Sheriff's Department and Emergency Operations).

- A Service Technician shall be employed by the vendor with adequate training and available time to service the County's needs. A back-up Service Technician must be in place at all times during the contract, at no additional cost to the County, in case of illness or other reasons the assigned Service Technician is not available to meet the needs of the County.

H. Replacement of faulty machines.

Once a copier or printer has been distinguished as a faulty machine or after five service calls for the same problem within a three (3) week period, the machine shall be replaced at the discretion of the County Point of Contact with the same or superior model.

IV. INSURANCE REQUIREMENTS

- A. Vendor shall maintain insurance from companies licensed to write business in North Carolina, with an A.M. Best rating of "A" or higher, and acceptable to County, of the kinds and minimum amounts specified below.

Certificates and Notice of Cancellation. Before commencing work under this contract, Contractor shall furnish County with certificates of all insurance required below. Certificates shall indicate the type, amount, class of operations covered, effective date and expiration date of all policies, and shall contain the following statement:

"The insurance covered by this certificate will not be canceled or materially altered, **except after thirty (30) days written notice** has been received by County".

The Certificate of Insurance, naming New Hanover County as an additional insured on Contractor's Commercial General Liability and Auto Liability Policies, shall be further evidenced by an actual endorsement furnished to the County from the insurer within thirty (30) days of the signing of the contract between the Contractor and the County.

1. Workers Compensation and Employers Liability Insurance. Covering all of the Contractor's employees to be engaged in the work under this contract, providing the required statutory benefits under North Carolina Workers Compensation Law, and employers liability insurance providing limits at least in the amount of \$100,000/500,000/100,000 applicable to claims due to bodily injury by accident or disease.

2. Commercial General Liability. Including coverage for independent contractor operations, contractual liability assumed under the provisions of this contract, products/completed operations liability and broad form property damage liability insurance coverage. The policy shall provide liability limits at least in the amount of \$1,000,000 per occurrence, combined single limits, applicable to claims due to bodily injury and/or property damage. **New Hanover County shall be named as an additional insured under this policy.**

3. Automobile Liability Insurance. Covering all owned, non-owned and hired vehicles, providing liability limits at least in the amount of \$1,000,000 per occurrence combined single limits applicable to claims due to bodily injury and/or property damage.

B. Indemnify the County

Contractor agrees to protect, defend, indemnify and hold the County, and its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, recoveries, costs, charges, and other expenses or liability of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and character in connection with or arising directly or indirectly out of this agreement and or the performance hereof. Contractor further agrees to investigate, handle, respond to and provide defense for any such claim at his sole expense.

C. Termination of Contract

The County reserves the right to cancel the contract by giving a sixty day written notice. This is in addition to a fiscal year end cancellation caused by lack of funding. Any cancellation as described herein will not be considered a breach of contract and will not be subject to penalty payments other than removal charges. Provided, however, the County shall not exercise any termination without cause within the initial 12 months of final contract execution.

**Recommended Minimum Device Specifications
Multi-Functional Copier Devices
For
New Hanover County, Wilmington, NC**

Black/White/Color Multi-Functional Copier/Printer

Original Copy Size:	For all units; 5.5 x 8.5, 8.5 x 11, 8.5 x 14, and 11 x 17.
Image:	Zoom feature for reduction/enlargement, lighten/darken
Finisher:	See specific copier/printer
Duplex:	All copiers/printers must have automatic feed with duplex two-sided copying ability.
Power:	110 – 120 volt, 220 volt where applicable
Meter Capacity:	Meter operation
Console stand:	Included where applicable

Required Features:

1. All units must be network capable for print, copy, fax and scan. Scanning options shall not create a click charge. No additional hardware will be required for faxing, scanning, copying or printing.
2. Printer language must be PCL 6 and compatible with Postscript level II and III.
3. All units must have a minimum of 512 MB RAM.
4. Must have Graphical User Interface (GUI) access through the web to allow for monitoring copier functions such as viewing paper supply, toner supply, staples supply, copiers status, and online reading of meters.
5. Must be able to scan images to e-mail, network file share and FTP.
6. All units must meet ISO 15408 Security Standards.

Other Features for consideration:

1. Recommended Network Authentication (based on ADS/LDAP) to control usage and access.
2. Additional storage, if available, must be encrypted and only readable by that device.
3. Secure Print for confidential printing.
4. Some multifunction printers will be connected to an AS/400 and requiring IPDS.
5. Finishers - possible requirements: 10 bin, 20 bin, Stapling, Hole punch, Large capacity paper trays, Convenience stapler, Pamphlet Folder.
6. Wide format plotters.

Color Multi-Functional Copier/Printer

With the increased demand for full color copying and printing, some departments have requested access to color copying. These units will be used by departments to accommodate their current need for black and white copying, printing, faxing, and scanning as well as for full color output. The County will attempt to strategically locate several machines to share between departments. There are a couple of locations recommended for a designated color capable copier. The monthly click charge for full color copies and prints will be billed based on the color copy count for that machine. The County must be able to separate the b&w and color count per machine and department code. The black and white click charge must be the same as all other monochrome photocopiers.

Administrative Requirements

- A. Vendor must provide a single designated account manager to work with New Hanover County as a point of contact who will have full authority over the contract, equipment and personnel who will be assigned to New Hanover County. This individual should have experience in the copier business with a background in service, sales and management. Also, include the number of additional personnel and their responsibilities who will be assigned exclusively to the New Hanover County.
- B. The vendor must provide one invoice in an Excel spreadsheet emailed to the appointed County Contact. The monthly invoice will include all cost associated with the monthly cycle counts from departments. The invoice shall at minimum include:
 - a. Invoice number
 - b. Bill date
 - c. Department Name and Location
 - d. Machine serial number and ID number
 - e. Machine make/model
 - f. Current meter reading
 - g. Previous meter reading
 - h. B/W volume for month
 - i. Color volume for month
 - j. Service copy counts performed by vendor (applied as credit)
 - k. Total month volume
 - l. Dollar amount for each machine
 - m. Total of all machines
 - n. Account codes
- C. The vendor will be required to obtain monthly or quarterly copy counts for each copier. An electronic invoice will be submitted on a monthly/quarterly basis, in arrears, for the actual number of copies produced. Invoices will contain the following information at a minimum: Department name/location, copier

identification number, copier model, beginning copy count, ending copy count, number of service copies made, number of copies produced by copier, amount being charged for each copier, total number of copies for all copiers, and total amount being charged.

References for whom you have done business in the last (3) three years
(preferred consideration for County/City entities):

Name of Contact	Company	Phone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____

Date of Bid Proposal: _____

By: _____
Authorized signature

Printed Name: _____

Title: _____

Address: _____

Phone: _____

Fax: _____

E-mail: _____