

**METROPOLITAN ENTERTAINMENT & CONVENTION AUTHORITY
REQUEST FOR PROPOSAL 19024
MULTI-FUNCTION PRINTERS/COPIERS SERVICE AND MAINTENANCE
February 7, 2019**

PART I - INTRODUCTION

The Metropolitan Entertainment & Convention Authority (“MECA”) is requesting proposals from qualified organizations interested in performing service and maintenance for eight Multi-Function Printer/Copiers at MECA managed Facilities. These Facilities currently include CHI Health Center Omaha (“CHIHCO”) and TD Ameritrade Park Omaha (“TDAPO”), collectively, the “Facilities”. MECA is responsible for managing the operations of these Facilities.

1. Anticipated RFP Schedule

This Request for Proposal (RFP) and the guidelines set forth for responses hereto are intended to provide MECA with significant substantive information early in the negotiating process so that final agreement can be reached quickly. MECA has therefore established the following schedule:

RFP Issued	February 7, 2019
Final Questions	February 13, 2019, 2:00 pm
Due/Public Opening (time)	February 19, 2019, 11:30 pm

2. Bidder Inquiries

All inquiries regarding this RFP must be made in writing and addressed to pgregoire@omahameca.com. Oral explanations or answers shall not be valid. Revisions, clarifications, and/or additional information will be issued to all Bidders in the form of an RFP addendum. All or any RFP addenda issued to the Bidders prior to the bid due date shall become a part of the bidding documents and the cost of such work shall be included in the bids.

3. Delivery of Proposals

Two printed copies and one electronic copy of proposals must be submitted and signed by an officer of the company, and delivered before the time set forth in Section 1 to MECA’s offices:

MECA
RE: Bid on Multi-Function Printer/Copier Service and Maintenance
455 North 10th Street
Omaha, NE 68102

All proposals received will be publicly opened at MECA’s offices at the time set forth in Section 1. Bidders may attend; however, attendance is not required. MECA reserves the right to accept or reject late proposals or to extend the time for response for one or more respondents.

4. Criteria for Evaluation of Proposals

4.1 Evaluation of Compliance with RFP Guidelines

Each proposal received will be evaluated to determine whether it generally supplies the information requested in this RFP. MECA may (at its sole discretion) disqualify any proposal, which it deems non-compliant. All proposals shall be valid for acceptance for a period of ninety (90) calendar days.

4.2 Evaluation of Proposals

Proposals will be evaluated based on the following criteria: (a) the company profile, background, experience, and references of the proposing party; (b) service and support; (c) ability to agree to the requested contractual terms and conditions; and (d) financial considerations. Other criteria may be considered by MECA based on the nature of the proposals received.

4.3 Selection of Respondents

Based on the foregoing criteria, MECA will select one or more entities for further negotiations. It is possible that based on the responses, MECA will elect to negotiate with more than one respondent. In such event, all selected entities will be informed that others have also been selected for negotiation, although MECA reserves the right to not disclose the identity of the other selected respondents.

MECA will notify the successful Bidder of the acceptance of its proposal. Such notice will be sent to the name and email address of the bidder as stated in its proposal.

4.4 Reservations

MECA reserves the unqualified right to reject any or all proposals, extend the time for receipt of proposals from all Bidders, waive defects or technicalities, correct discrepancies, advertise for new proposals, or to take any other action that MECA determines, at its sole discretion, to be in its best interest. MECA reserves the right to award the contract to other than the low bidder. Any such determinations or actions may be made without notice. All costs of preparation and submission of a proposal shall be at the risk and expense of the respondent. MECA shall have no liability in connection with a proposal or any respondent.

4.5 Proposals

All bids and proposals submitted by the various Bidders for this work become the property of MECA. Neither MECA nor the Bidders shall disclose the contents of any proposal to the other parties prior to the announcement of the award.

5. Contractual Terms and Conditions

Review and provide a detailed response whether the following contractual terms and conditions are agreeable. The Bidder's Proposal shall specifically note any requested modifications to this section, which MECA may take into consideration during the review process, at MECA's discretion.

5.1 Service Agreement and Payment

The successful Bidder will be required to execute a MECA Service Agreement prior to performing any portion of work required within the specifications of this

RFP. A sample MECA Service Agreement is available upon request.

Payment terms will be Net 30 days from installation and acceptance by MECA.

5.2 Term

The initial term of the agreement shall be one year, beginning March 7, 2019. The Agreement will provide MECA the option to extend the Agreement for two additional one-year periods.

5.3 Insurance

The successful Bidder must provide evidence of the following types of insurance during the term of the Agreement. For the avoidance of doubt, such coverage and limits are minimum requirements and shall not be deemed as a limitation on vendor's liability under any provision of any agreement. Approval of the insurance by MECA shall not relieve or decrease the liability of the vendor hereunder. Note any available insurance proceeds in excess of the specified minimum limits and coverage shall be available to an additional insured.

Commercial General Liability Insurance (including premises operation liability, contractual liability and product/completed operations liability) and Automobile Liability coverage (owned, non-owned and hired coverages) with minimum limits of \$1,000,000 Combined Single Limit (Auto Liability), and \$1,000,000 Per Occurrence, and \$2,000,000 General Aggregate. Commercial General Liability aggregate limit will apply on a "per location" basis. The insurance must protect the Bidder and MECA from claims for personal injury (including bodily injury and death) and property damage which may arise from or in connection with the performance of the Bidder's services hereunder or from or out of any negligent act or omission of the Bidder, its officers, directors, agents or employees.

Workers' Compensation Insurance as required by applicable law. Policy shall be endorsed to include Waiver of Subrogation against MECA, the City of Omaha, their employees, officers and legal representatives.

Employer's Liability Insurance with minimum limits of:

\$500,000 Each Accident—Bodily Injury by Accident

\$1,000,000 Policy Limit—Bodily Injury by Disease

\$500,000 Each Employee—Bodily Injury by Disease

Umbrella or Excess Liability: additional \$5,000,000. Coverage is to apply to excess of Commercial General, Employer's Liability, and Automobile Liability policies.

All such insurance required above shall be with companies and on forms acceptable to MECA and shall provide that the coverage thereunder may not be reduced or canceled unless thirty (30) days unrestricted prior written notice thereof is furnished to MECA. All insurance shall be primary and not contributory. All insurance shall be written by companies with a Best's Key Rating Guide (Property-Casualty, United States) rating of A or better and a Best's Financial Size Category of Class VI or better. Within thirty (30) days of the date on which coverage is to be provided hereunder, the successful Bidder shall furnish to

MECA certificates of insurance along with copies of endorsements evidencing compliance to the above requirements. Such certificates and insurance policies shall name MECA and the City of Omaha as additional insureds on a primary basis, and contain a waiver of subrogation, in which the insurer waives any claim or right to recover against MECA, the City of Omaha, their officers, agents or employees. The additional insured requirement does not apply to Workers' Compensation.

5.3 Indemnification

Bidder does hereby covenant and agree to indemnify, defend and hold harmless MECA, and the City of Omaha, their officers, directors, employees, agents and representatives, from and against all claims, demands, losses, suits, damages, liabilities, costs and expenses (including reasonable attorneys' fees) arising out of or relating to any claim, demand or judgment for property loss or damage (including loss of use of the Facilities), and/or personal injury, including death, arising out of the Products and Services furnished hereunder by Bidder and Bidder's Personnel except to the extent same is caused by the negligence or reckless conduct of MECA or its employees or agents.

MECA is not responsible for any equipment, furnishings, supplies or other property or products owned by Bidder and used or stored at the Facilities, nor is it responsible for damage resulting from power failure, flood, fire, explosion or other similar causes.

The provisions requiring the furnishing of personal injury liability or property damage liability insurance shall not be construed to affect or impair the generality of the forgoing.

The successful Bidder shall represent and warrant in the contract that the components of this RFP to be purchased for the Facilities shall not violate or infringe upon any patent, copyright, trademark, trade secret or other intellectual or proprietary right of any third party. The Bidder shall agree to defend, protect and hold harmless MECA and its related parties from and against any and all liabilities, actions, losses, awards, damages, costs, claims or expenses including reasonable attorneys' fees incurred by them as a result of any claim that the components of this RFP to be purchased for the Facilities are illegal or infringe upon any third party patent, copyright, trademark, trade secret or other intellectual or proprietary right.

5.4 RFP and Bidder's Proposal

This RFP and the Bidder's proposal thereto shall become part of any contract that may be entered as a result of this RFP.

5.5 Warranty

The Bidder shall warrant in the contract that the components of this RFP to be purchased for the Facilities shall be new and of good and workmanlike quality and fit for the use intended. The Bidder shall further warrant that during the manufacturer's warranty period that the components will operate in accordance with the manufacturer's specifications. The manufacturer's warranty period shall be specified on the Bidder's proposal and shall begin on the date of MECA's acceptance of the installation. All other specific promises and warranties made

by Bidder in the RFP Response or bid process generally shall also be included in the final contract.

5.6 Scope, Quality of Work Guarantee

The successful Bidder shall furnish all equipment, labor, and personnel necessary to perform and complete the work.

5.7 Conduct of Personnel

No business, other than that specifically outlined in the RFP, may be conducted by personnel of the Bidder while on the premises of the Facilities.

The Bidder shall be responsible for all actions of its employees, while they are assigned to the Facilities. The employees shall at all times comply with applicable laws, ordinances, and regulations of local, state, and federal agencies, along with all regulations, policies, and procedures of MECA.

Bidder certifies and agrees that, with respect to its staff and employees who will participate in the performance of this Agreement, the Bidder shall maintain a workplace free of drugs and alcohol during the term of this contract.

If, for whatever reason, MECA determines that personnel assigned to the Facilities are unsatisfactory, the Bidder shall replace the individual immediately or as mutually agreed upon.

5.8 Sales Tax

All federal, state and local taxes, including without limitation sales, use, excise, privilege, transactional, gross receipts, ad valorem or any other transactional tax or customs and duties ("Tax" or "Taxes") paid or payable by Bidder, however designated, levied or based on amounts payable to Bidder under or in connection with the RFP have been included in the pricing set forth on Attachment A – Proposal Form as required by the relative taxing authorities.

MECA is a sales taxable entity and as such, Bidder warrants that sales tax is included in the price provided on Attachment A – Proposal Form. Notwithstanding anything in the Agreement to the contrary, the successful Bidder shall indemnify and defend MECA for any sales tax audit assessment against MECA relating to the amount of Nebraska sales tax charged under this Agreement.

As a Vendor of CHIHCO, any sales tax collected must be reported to the State of Nebraska monthly. A Convention Center Facilities Financing Assistance Act Sales and Use Tax Information Form must be completed and filed on or before the 20th day of the month following the month of sale. Forms are available by contacting MECA's Finance Department. Vendor must also supply MECA with the Vendor's Nebraska Sales Tax Permit number on Attachment A – Proposal Form upon execution of the Agreement.

PART II - SCOPE OF PROJECT

This bid is for the service and maintenance of four (4) Color and four (4) Black and White Multi-Function Printers/Copiers (“MFP”). Equipment is detailed below:

Location	Make	Model	Serial	ID	Average monthly volume	Year 2018 service calls
CHIHCO – Levy Restaurant	Toshiba	3540C	CQA-218183	BK732	3,200	2
CHIHCO – Levy Restaurant	Toshiba	3540C-color	CQA-218183	BK732	2,300	
CHIHCO – Admin	Toshiba	5540CT	CBE-321263	BL847	800	6
CHIHCO – Admin	Toshiba	5540CT - color	CBE-321263	BL847	3,200	
CHIHCO – Arena Door Admin	Toshiba	455SE	CQL-147453	BK731	4,600	1
CHIHCO – OPS Office	Toshiba	357E	CEED-16554	BM988	5,000	5
CHIHCO – Levy Banquet	Toshiba	2330C	CIG-811231	BP443	4,500	6
CHIHCO – Levy Banquet	Toshiba	2330C-color	CIG-811231	BP443	1,800	
TDAPO – Admin	Toshiba	455SE	CQL-147265	BK730	200	0
TDAPO – Admin	Toshiba	4540C	CMA-216103	BK738	300	0
TDAPO – Admin	Toshiba	4540C-color	CMA-216103	BK738	1500	
TDAPO – Levy	Toshiba	356E	2CA210501	BK762	1700	0

The service/maintenance must meet all the following criteria. Any deviation of the following criteria will disqualify the Bidder:

- Service hours must be Monday through Friday, 8:00 AM to 5:00 PM (CDT).
- All PM work and testing must be scheduled in advance with MECA. While it is possible to set a reoccurring date (ex. 3rd Tuesday of each month), our event schedule may dictate a need to adjust by a day or two.
- Procedures for technical support after normal business hours must be included with proposals.
- Agreement covers all toner, replacement parts and consumable supplies (except paper and staples), and on-site labor required to repair equipment.
- On-site response time must be guaranteed within four (4) hours from service call.
- If the reported defect(s) remain unresolved for a period of forty-eight (48) hours or more, Bidder must provide MECA a comparable loaner at no charge.
- Service will be provided only by factory trained and certified technicians.
- All areas must be clean upon completion of service.

PART III - Information to be Supplied by Bidder

For ease of evaluation and given the fast-track that MECA desires to pursue to reach final agreement, MECA requests that each proposal submitted incorporate the same general structure. Proposals must include the following sections:

1. Attachment A - Proposal Form

Attachment A – Proposal Form, must be completed, signed and submitted as the first page of the Proposal. Proposal must include all costs associated with a complete service.

2. Company Profile

The Bidder should provide information about the company, including the following information:

- A. Company name, address, telephone number and contact person.
- B. Brief company history, which can be in the form of a company brochure.

3. Subcontractors

In order that MECA may be assured that only qualified and competent subcontractors will be retained for the service, each Bidder shall submit with his/her name a list of all subcontractors that the Bidder intends to use. No change shall be made in the list of subcontractors after the receipt of proposals, unless agreed to in writing by MECA.

4. References

Bidders shall supply a list of three references that you have provided similar product/service for, including names and telephone numbers of the customer's contact person. Provide a brief description of product/service for each reference listed.

5. Resumes

Bidder shall provide resumes or bios of key staff assigned to the project highlighting qualifications and experience. Information must include all relevant certifications and/or training.

6. Warranty and Support Information

Bidder must provide detailed service information, including procedures for support after normal business hours. Bidder must provide a sample of the service agreement for each MFP. Parts inventory and availability must also be included.

7. Deviations from Scope of Project

Bidders must document any and all deviations from the specifications outlined in the Scope of Project in Part II.

8. Contractual Terms and Conditions

The Bidder shall review and provide a response whether the contractual terms and conditions set forth in Part 1, Section 5 are agreeable. A detailed response is required if a bidder is not agreeable to one or more of the terms and conditions set forth in Part 1, Section 5.

Attachment A - Proposal Form
Multi-Function Printers/Copiers Service and Maintenance

Bidder must complete this Proposal Form and submit it as the first page of the proposal. Do not leave any line item blank. Insert "0" if there is zero cost. Insert "Not Incl" if the item is not included.

CONTACT INFORMATION

Company Name _____
 Address (local office) _____

 Contact Name and Title _____
 Telephone Number (Direct Line) _____
 Email Address _____
 REQUIRED: Nebraska Sales Tax Permit Number _____

Multi-Function Printer/Copier	ID#	# Impressions Covered	Overage Rate	Base Rate Charge Monthly / Yearly
Toshiba 3540C #CQA-218183 - Black&White	BK732			
Toshiba 3540C #CQA-218183 - Color	BK732			
Toshiba 5540CT #CBE-321263 - Black&White	BL847			
Toshiba 5540CT #CBE-321263 - Color	BL847			
Toshiba 455SE #CQL-147453 - Black&White	BK731			
Toshiba 357E #CEED-16554 - Black&White	BM988			
Toshiba 2330C #CIG-811231 - Black&White	BP443			
Toshiba 2330C #CIG-811231 - Color	BP443			
Toshiba 455SE #CQL-147265 - Black&White	BK730			
Toshiba 4540C #CMA-216103 - Black&White	BK738			
Toshiba 4540C #CMA-216103 - Color	BK738			
Toshiba 356E #2CA210501 - Black&White	BK762			

Procedures for after hours support:

This Proposal, submitted to MECA, is deemed to be in accordance with all information contained and referred to in this Request for Proposal by the undersigned.

Signature

Date

Printed Name and Title

Telephone Number

Email Address

Fax