

**Administration
Information & Technology Service**



**BOSTON PUBLIC HEALTH COMMISSION
REQUEST FOR PROPOSALS (RFP)**

RFP# ITS-012-25

Multi-Function Printer Lease and Maintenance Service

May 27, 2025

Introduction

The Boston Public Health Commission (BPHC) is accepting proposals from qualified suppliers for the Lease and Maintenance of Multi-Function Printer (MFP) in accordance with the included specifications, terms, and conditions shown in this Request for Proposals (RFP). BPHC seeks to upgrade its current technology, improve staff efficiency, and reduce costs associated with leasing and maintaining copiers. Questions or inquiries regarding this RFP should be directed to via email RFP@bphc.org

All service contracts awarded by the Boston Public Health Commission may be subject to following the City of Boston's living wage ordinance. This ordinance requires that all employees working on sizable city contracts earn an hourly wage that is enough for a family of four to live at or above the federal poverty level. This wage amount called the living wage, is recalculated every year. For more information, please visit <https://www.boston.gov/worker-empowerment/living-wage-division>.

As part of BPHC's efforts to have an equitable procurement process, BPHC will consider and encourage Certified Unrepresentative Businesses Enterprises(CUBE) that includes; Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE),Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), Minority Non Profit(MNPO), Women Non Profit(WNPO), Minority Women Non Profit(MWNPO) and local businesses to apply to this RFP.

Background

BPHC's current copier lease and maintenance contract is nearing term date. As a result, the BPHC must go out to bid for such services offered by qualifying suppliers. It is BPHC's preference to obtain reliable devices with a maintenance contract that will minimize administrative costs and downtime.

For the purposes of this RFP, the BPHC consists of 25 facilities within a 10-mile radius. Unless otherwise noted, the facilities will be open to the supplier for the installation and service of equipment during the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday, except for holidays.

Currently, the BPHC has 70 multi-function printer copiers with leases that are expiring in July 2026. The BPHC intends to replace the following existing machines with new machines. Existing machines should be picked up at the same time new MFPs are installed.

The new equipment should have the options below included in the response.

- Qty and Models for each location.
- eFax Services that easily integrate into MFD. Can be used with a client or O365 Email system. Allow fax storage and secured with MFA.
SAS based product is a plus.

- Follow me Printing and allow for missed printed documents to be automatically deleted over 24 hours.
- Automatic Toner refills are sent to contact at each site.
- Each MFD labeled with Name and IP Address. Support Phone number and associated service tag number.
- Signage above the MFD with Instructions on using all the functions and link to detailed instructions.
- ID Card scanners that auto logon and allow access to Office 365 Sharepoint/One Drive.

List of Existing Equipment **Total 70**

Make/Model	Location	Qty
Canon 4545	774 Albany St	5
Canon C5550	774 Albany St	2
Canon C5540	774 Albany St	4
Canon 4545	BCLA Harbour Point, 1st floor	1
Canon 4545	785 Albany St.	2
Canon C5550	785 Albany St.	4
Canon C5540	785 Albany St.	3
Canon C5540	780 R Albany St.	1
Canon C5540	727 Mass Ave	1
Canon 4545	715 Mass ave	1
Canon C5540	860 Harrison Ave	1
Canon 4545	860 Harrison Ave	1
Canon C5540	725 Mass Ave	4
Canon C5550	725 Mass Ave	1
Canon C5550	723 Mass Ave	1
Canon C5540	201 Rivermoor St	1
Canon C5550	201 Rivermoor St	1
Canon C5550	1010 Mass Ave.	2
Canon C5540	1010 Mass Ave.	3
Canon 4545	1010 Mass Ave.	5
Canon C5560	1010 Mass Ave.	1
Canon C5840	1010 Mass Ave.	1
Canon C5840	1010 Mass Ave 1st floor	1
Canon 4545	1010 Mass Ave 1st floor	1

Canon C5550	112 Southampton	3
Canon 4545	112 Southampton	1
Canon C5840	112 Southampton	1
Canon C5540	201 River St	3
Canon 4545	201 River St	2
Canon C5540	205 river st	1
Canon C5540	211 River St - M Building	1
Canon C5540	209 River St - Entre Familia	1
Canon C5550	989 Commonwealth Ave	1
iR-ADV C356 III	205 Townsend St. Boston Latin	1
iR-ADV C356 III	60 Washington St, Dorchester Burke	1
iR-ADV C356 III	Madison High	1
iR-ADV C356 III	Brighton HS	1
iR-ADV C356 III	Snowden HS	1
iR-ADV C356 III	Hyde park High	1
iR-ADV C356 III	South Boston Collab Center	1
iR-ADV 4545 III	196 Quincy St- Kitchen B&W	1

Questions

Vendor questions are due by June 20th, 5:00 PM ET via email to RFR@bphc.org. Questions must include the RFP number (ITS-012-25) in the subject line.

Each vendor should consolidate questions into a single submission with the email subject: 'RFP# ITS-012-25: Multi-Function Printer Lease and Maintenance Service. BPHC will not respond directly to Vendor emails.

Proposal Process & Timeline

Proposal Submission and Opening: Proposal must be delivered directly to the BPHC no later than 5:00 pm on **Friday, January 2, 2026**

1. Late submissions after the deadline or proposals delivered via fax will not be accepted.

Vendor RFP submissions due by 5:00 PM ET via email to RFR@bphc.org with the email subject being "Multi-Function Printer Lease and Maintenance Service" BPHC will not respond directly to Vendor emails.

2. **Proposal Review:** The BPHC will evaluate each proposal submitted. It is anticipated that the review process will be completed by March 6, 2026.

3. **Notification:** The BPHC anticipates sending written notification to all bidders regarding the outcome of the review and contract award process by March 20, 2026.

4. **Delivery and Installation:** The machines shall be delivered, installed and made ready for use in July 2026. The BPHC will make every effort to administer the proposal process in accordance with the terms and dates discussed in this RFP. However, the

BPHC reserves the right to modify the proposal process and dates as deemed necessary.

Request for Proposal (RFP) Schedule	
Tuesday, May 27, 2025	RFP to be published in The Boston Globe. RFP available at 5:00 PM ET at www.boston.gov/bid-listings .
Friday June 20, 2025	Vendor questions due by 5:00 PM ET via email to RFR@bphc.org . Each vendor should consolidate questions into a single, emailed submission with the email subject being "Multi-Function Printer Lease and Maintenance Service" BPHC will not respond directly to Vendor emails.
Friday July 25, 2025	BPHC responses to Vendor questions posted by 5:00 PM ET at www.boston.gov/bid-listings .
Friday, January 2, 2026	Vendor RFP submissions due by 5:00 PM ET via email to RFR@bphc.org with the email subject being "Multi-Function Printer Lease and Maintenance Service." BPHC will not respond directly to Vendor emails.

NOTE: This is the anticipated schedule. While it is BPHC's intention to follow this schedule and conduct activities in a timely manner, unforeseen circumstances may arise that can affect it. If the BPHC needs to make schedule changes, it will release that updated schedule as an amendment to this RFP at www.boston.gov/bid-listings.

Minimum Qualifications

To be considered for selection, proposed suppliers must have at least the following qualifications:

- Authorized by the manufacturer to supply the makes and models offered.
- Agree to assign experienced and dedicated staff committed and capable of servicing the equipment.
- Provide products that meet Energy Star specifications for energy efficiency.
- All services and equipment must comply with OSHA requirements.
- Ability to provide demonstrations of proposed copiers prior to contract award.
- Submit Certificate of Insurance in amounts specified by the BPHC.
- Have an established office within a 100-mile radius to the BPHC.

Format of Proposals and Scope of Services

To facilitate a fair and efficient review of all proposals, please structure your proposal in the following format, utilizing the same numbering system as found in the Request for Proposal. Responses that do not follow this format will be scored accordingly and are subject to rejection.

Proposals exceeding page limits may be penalized during evaluation. Your answers should be

direct and to the point, providing enough detail, but without excess marketing jargon. Page limits below are guidelines, not mandatory.

Tab 1: Title Page/Cover

One printed page maximum. It should include the name, address, FAX number, email address and phone number of the supplier's authorized negotiator. Vendor's authorized negotiator shall be empowered to make binding commitments for the supplier's firm.

Tab 2: Vendor Profile

Five printed pages, maximum. Respond to the following sections:

1. Overview

Provide a corporate overview of your company.

2. Experience

Describe the company's experience in providing services to the public sector. Include exclusive resources dedicated to the public sector.

3. References

Provide three comparable references in the following format:

Name of organization:	
Contact Name:	
Phone Number:	
Length of Relationship:	
Services in Use:	

4. Contract Management

Describe the service team that will be assigned to the BPHC. Describe individual roles, responsibilities and briefly detail related experience.

5. Compliance and Exceptions

Include statements to confirm your company's compliance with the minimum qualifications. Also list any exceptions to required product and services.

Tab 3: Work Plan

Delivery of Software and Hardware, Installation of Software and Hardware, Training Schedule of Software and Hardware, Security of Hardware and Software, Signage, Labeling – Describe how your company will manage the delivery, installation, training, signage and labeling for the new machines and how the supplier will meet the specifications delineated in this RFP. The plan should be simple, easy to read and follow, and address and satisfy the objectives and specifications listed in the scope of work in this RFP. Please address the hard drive security issues of the new machine. Recommend how the BPHC should manage security of the hard drive on the new machine.

Tab 4: Terms and Conditions

- Cost: The following cost information is submitted along with a detailed list of services to be provided:
 - a) Vendors must specify any additional fees (e.g., early termination, overage charges). Proposed prices will include all federal, state and local taxes. The lease rate will be fixed for the contract term with no price increase.
 - b) Maintenance, including service and supply (cost per page rates). Vendor shall bear all costs for labor and parts required to maintain the equipment in good working order and make all necessary adjustments, replacements and repairs caused by normal wear and tear. The maintenance price will be fixed for the contract term with no price increase. Proposed prices will include all federal, state and local taxes.
 - c) Provide separate price list for optional accessories.
 - d) Provide separate lease rates for longer lease terms if desired.
- Delivery and Installation: Coordinate with the BPHC's Operation and ITS Departments regarding all activities related to delivery and installation of the equipment.
- Performance: Machines provided will perform to manufacturer's specification for a minimum of 95% of the available work time. If a machine fails to meet the 95% standard, it shall be replaced with an equal or better model at no cost to the BPHC. If the supplier fails to correct the non-performance, the BPHC reserves the right to terminate the contract by giving a 10-day notice to the supplier after which no further obligation is due from the BPHC.
- Maintenance Service: Supplier will provide routine maintenance services and provide a report of routine services. Supplier will respond to emergency service requests within four hours after BPHC reports a malfunction. Supplier will replace defective parts within 24 hours after determining a part is defective. Service will be furnished to the BPHC between 8:00 a.m. and 5:00 p.m., Monday through Friday.
- Recurring Maintenance Calls: Only fully trained and qualified technicians shall perform the maintenance on the copier. If the supplier's service technician fails to successfully repair a recurring problem for the third time, the BPHC will have the option to replace the copier or have the copier lease and maintenance agreement cancelled and not pay any early termination charges. If the BPHC chooses to replace the machine, the supplier will immediately replace the machine with an equivalent unit or one that meets the BPHC's approval. The supplier will bear all costs associated with removal and delivery of the replacement machine. The period of agreement remains the same and the cost of the replacement machine shall not exceed the cost of the original.
- Training: Operator training will be provided at 1010 Massachusetts Ave at no additional cost. The machines will be delivered with an operator's manual.
- Supplies: The BPHC will supply paper for the machines. The supplier shall be responsible for supplying toner, drum, developer, staples, etc. and shall include the cost in the maintenance price.
- Hazardous Materials: Supplier shall identify all hazardous materials as required under the MassDEP regulations and Safety standards. The vendor shall provide Material Safety Data Sheets (MSDS) for all products that may contain hazardous materials to the BPHC at the time of installation of the copier. The vendor shall agree to pick up and recycle any used supply cartridges such as toner, developer, etc. that may be

classified as hazardous at no additional expense to the BPHC.

- Return of Equipment: The end-of-contract return of any equipment shall be provided by the supplier and coordinated with the BPHC at no cost. Subject equipment shall be removed no later than 30 days after receiving notification for termination of contract.
- Contract Form: Supplier shall provide copies of their standard lease and maintenance contract to be entered into with the BPHC. The final contract will incorporate the appropriate terms and conditions from this solicitation.
- Authorization to Contract: Provide either an excerpt from your Corporate Resolution, Certificate of Secretary, or correspondence from the President or Chief Executive Officer attesting that the individual signing the proposal has the authority to make binding representations on behalf of the company.

- **Replacement of Equipment:** Replacement equipment is defined as equipment that shall be installed to replace a malfunctioning piece of equipment and shall remain on site for the term of the Contract. All replacement equipment shall be new. Back-up equipment (loaners) is defined as equipment that shall be installed on a temporary basis while the malfunctioning equipment is repaired or until replacement equipment is installed. Back-up equipment shall be required after a piece of equipment has been down for 16 consecutive business hours. Back-up equipment shall be replaced within 30 days with the original machine, fully repaired, and/or restored to full working order or a new replacement piece of equipment. The supplier shall replace equipment having demonstrated a history of “excessive down
- time” with a new piece of equipment of equal or better features, unless the BPHC declines. Excessive down
- time shall be defined as four or more service calls in a one-month period. Downtime is calculated from the time the end user places the call and ends when the piece of equipment is up and running. Service calls that are operator induced shall not be counted and will be noted on the work order.
- **Quarterly reports:** The supplier shall maintain an inventory record that identifies all equipment delivered under the Contract. The inventory record shall be provided to the BPHC’s authorized representative on a quarterly basis. The report shall contain (1) Make and Model, location, serial number, and vendor equipment number of all installed equipment; (2) suppliers record of performed maintenance and repair; (3) Monthly volume by piece of equipment.
- **Down Time Reports:** The Supplier shall submit quarterly reports to BPHC’s ITS team, detailing both the organization-wide downtime percentage and device-specific downtime metrics. Any equipment exceeding 5% downtime must be replaced promptly at no additional cost to BPHC.
- **Average Response Time:** The supplier shall provide a quarterly report to the BPHC’s ITS representative indicating both overall response time and individual actual response time for each piece of equipment.
- **No Guarantee of Usage:** Any quantities listed in this RFP are estimated or projected and are provided for tabulation and information purposes only. No guarantee of quantities is given or implied by the BPHC. Supplier must furnish the BPHC’s needs as they arise.
- **New Merchandise:** Unless otherwise required by the specifications all products furnished will be new and unused.

- **Warranties:** The supplier shall warrant all material or products and labor provided under the contract, in addition to any manufacturers' warranties that may also apply. Warranty periods must be included in responses to proposal. Supplier, as the contracting party, shall be considered primarily responsible to the BPHC for all warranty service, parts, and labor applicable to the material or products provided by supplier in this contract, irrespective of whether supplier is an agent, broker, fabricator, or manufacturer's dealer. Supplier shall be responsible for ensuring that warranty work is performed at a local agency or facility convenient to the BPHC and that services, parts, and labor are available and provided to meet the BPHC's schedules and deadlines. Supplier may establish a service contract with a local agency satisfactory to the BPHC, to meet this obligation if supplier does not ordinarily provide warranty service. All such non-contractor warranty service, parts, and labor must be clearly identified in the proposal.
- **Conflict of Interest Statement:** Any activities or relationships of the supplier that might create a conflict of interest for the supplier or the BPHC, and, if such activities or relationships exist, a description of the facts, legal implications, and possible effects sufficient to permit the BPHC to appreciate the significance of the conflict and to grant any conflict waiver, if appropriate and necessary.

Tab 5: Minimum Desired Features:

- Automatic document feeder with single pass duplexing. (Reversing single pass feeder)
- Four paper trays, 500 sheet capacity per tray, paper sizes: 11"x17", legal, and letter
- 50 Sheet bypass tray
- Finisher with 50 sheet stapler
- 3-hole punch unit
- Single tray finisher
- Minimum speed of 55 ppm (except for the two copiers noted in sections h and i).
- Allow for both color and black and white copies
- Copy, scan and print up to 11x17
- Require no additional PC workstation to facilitate any scan or e-mail functionality
- Scan new jobs while the device is network printing or copying without network interruption
- Scan to desktop, e-mail, network repository, OneDrive, or workflow applications
- Allow network users to access any BPHC mail server(s) via authorized network login and password
- Ability to store print jobs and access them via a password protected mailbox on MFP
- Automatic enlargement and reduction capability in preset ratios and zoom image of at least 25% - 400% in 1% increments
- Enable end users to easily replace consumable components including toner, staples, and paper
- Energy Star compliant
- All equipment must be capable of processing up to 100% recycled content paper
- Ability to print labels, card stock and envelopes

- t. Diagnostic display that troubleshoots problems and tracks in-progress functions
- u. All applicable user desktop software shall be included to operate MFPs for printing, copying, faxing, and scanning. This should include, but not be limited to OCR, PDF, TIF and JPG scanning
- v. Multifunction device capable of network printing and scanning to an SMB share as well as scanning to email utilizing an SMTP server
- w. Easily accessible misfeed areas that facilitate accessing and clearing misfeeds
- x. Easy viewing of panel in standard office lighting.
- y. View status of copy/print/fax jobs
- z. Release/select/delete jobs from hold queue
- aa. Ability to manually adjust image quality levels (contrast,sharpness) bb.
- Wi-Fi printing availability
- cc. Each MFP shall be equipped with a UL approved three wire cord and grounded conductor plug (three-prong) and may operate on 110 or 220 volts. The successful supplier shall provide any necessary special adaptors, receptacles or cords that the equipment requires, as well as network cables
- dd.Universal print driver option
- ee.Power surge device per piece of equipment
- ff. Each MFP shall have a non-resettable counter built into the machine for audit and accounting purposes

Optional Accessories/Requests:

- a. 3,000 sheet paper feeder/drawer (___)
- b. Staple without a staple
- c. Follow me print
- d. Watermarks, page numbering, etc.

Evaluation of Proposals

The evaluation criteria will include the following:

Evaluation Criteria

Proposals shall be evaluated using the five categories listed below. The evaluation criteria for the award of the contract will be weighted as follows. Scores will be based on adherence to requirements, innovation, and cost-effectiveness and then weighted according to the percentage assigned to each category. The following represent the principal selection criteria, which will be considered during the evaluation process:

Firm's Qualifications, Experience, and References (15%)

Experience in performing work of a closely similar nature and size; experience working with public agencies; strength, stability, experience, and technical competence; assessment by client references.

Personnel and Staffing (10%)

Qualifications and experience of proposed personnel for requested services.

Work Plan (10%)

Depth of supplier's understanding of BPHC's requirements; overall quality and logic of work plan.

Price Structure (60%)

Reasonableness and competitiveness of the costs proposed.

Quality and Responsiveness of the Proposal (5%)

Completeness of response in accordance with the RFP instructions.

Final Comments

Vendors may be invited for negotiations or clarifications prior to final award, cancel all or part of this RFP, waive any minor irregularities, and to request additional information from proposing suppliers. By requesting proposals, the BPHC is in no way obligated to award a contract or pay expenses of the proposing companies in connection with the preparation or submission of a proposal. The decision to award a contract will be based on many factors including, but not limited to, service, cost, financial strength, and innovation. No single factor, such as cost, will determine the final decision to award. The BPHC appreciates the efforts of all the companies and their respective staff in responding to the Request for Proposals.