SUBJECT: ESC-0358-21 ENTERPRISE PRINT SOLUTION

BID #: ESC-0358-21

OPEN DATE: 04/21/2021

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: EVALUATED BID – JANUARY 1, 2022 THROUGH DECEMBER 31, 2024 WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: PROCUREMENT DIVISION

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 8 **NUMBER RECEIVED:** 2 **OTHER:** 2

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Subject RFP was opened on April 21, 2021 with two (2) responses received.

Recommend approval to enter into contract negotiations with the highest-ranking firm, Xerox Corporation, for the Enterprise Print Solution.

Supplier	Total Points Average	Rank
Xerox Corporation	146.50	1
Toshiba Business Solutions	132.15	2

Period of service will January 1, 2022 through December 31, 2024 with three (3) one (1) year renewal options.

This award will be funded from various accounts, executed by formal contract through the Office of General Counsel, and processed via individual Purchase Order(s).

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2021. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for work herein. A written notification will be provided in the event the funds are appropriated.

ATTACHMENTS: Recommendation Memo, Evaluation Matrix, Score Sheets, Section 2.6, Attachment B, Previous Award

ANALYST: _____
DAVID KLAGES

RESPECTFULLY SUBMITTED: _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: GREG PEASE, CHIEF, PROCUREMENT DIVISION

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
Ed Ball Building
214 N. Hogan Street, Suite 800
Jacksonville, Florida 32202

ONE CITY. ONE JACKSONVILLE.

To: Gregory W. Pease, Division Chief, Procurement Division

From: David Klages, Purchasing Analyst DK

Date: May 3, 2021

Subject: ESC-0358-21 Enterprise Print Solution

Subject RFP was opened on April 21, 2021 with two (2) responses received. The Procurement Division requests approval to enter into contract negotiations with the highest-ranking firm, Xerox Corporation, for the Enterprise Print Solution.

Period of service will January 1, 2022 through December 31, 2024 with three (3) one (1) year renewal options.

This award will be funded from various accounts, executed by formal contract through the Office of General Counsel, and processed via individual Purchase Order(s).

Thank you for your assistance and consideration in this matter.

CC: Dustin Freeman
Manager of Purchasing Services
Procurement Division

RESPONSE EVALUATION SCORING MATRIX

TITLE: ENTERPRISE PRINT SOLUTION
RFP NO: ESC-0358-21
OPEN DATE: APRIL 21, 2021
ANALYST: DAVID KLAGES
NO. INVITED: (8) **RECEIVED:** (2) **OTHER:** (2)
RECORDED BY: JOHN HERNANDEZ

Suppliers/Reviewers	Competency	Past Performance	Cost per Impression	Staffing Plan	Imple-mentation	Financial Responsibility	Total	Rank
XEROX CORPORATION								
Dustin Freeman	15.00	15.00	60.00	15.00	31.00	15.00	151.00	
Tom L'Heureux	15.00	15.00	60.00	15.00	35.00	No Score Given	140.00	
Gretchen Mitchell	15.00	15.00	60.00	15.00	32.00	15.00	152.00	1
Bobby Thomas Muttootharayil	13.00	13.00	60.00	13.00	32.00	12.00	143.00	
Average	**14.50**	**14.50**	**60.00**	**14.50**	**32.50**	**14.00**	**146.50**	
TOSHIBA BUSINESS SOLUTIONS								
Dustin Freeman	15.00	12.00	46.40	15.00	31.00	15.00	134.40	
Tom L'Heureux	15.00	12.00	46.40	15.00	35.00	No Score Given	123.40	
Gretchen Mitchell	15.00	12.00	46.40	15.00	35.00	15.00	138.40	2
Bobby Thomas Muttootharayil	14.00	14.00	46.40	12.00	34.00	12.00	132.40	
Average	**14.75**	**12.50**	**46.40**	**14.25**	**33.75**	**14.00**	**132.15**	

RESPONSE EVALUATION SCORE SHEET

TITLE: ENTERPRISE PRINT SOLUTION
RFP NO: ESC-0358-21
OPEN DATE: APRIL 21, 2021
ANALYST: DAVID KLAGES
NO. INVITED: (8) **RECEIVED:** (2) **OTHER:** (2)
RECORDED BY: JOHN HERNANDEZ

Evaluation Criteria	Maximum Points	Toshiba Business Solutions	Xerox Corporation
Competency	15	15	15
Past Performance	15	12	15
Cost per Impression	60	46.40	60.00
Staffing Plan	15	15	15
Implementation	35	27+4 (31)	26+5 (31)
Financial Responsibility	15	15	15
	TOTAL POINTS:	134.4	151

Sub-Committee Member Name: Dustin Freeman

Signature:

Date: 27APR2021

RESPONSE EVALUATION SCORE SHEET

TITLE: ENTERPRISE PRINT SOLUTION
RFP NO: ESC-0358-21
OPEN DATE: APRIL 21, 2021
ANALYST: DAVID KLAGES
NO. INVITED: (8) **RECEIVED:** (2) **OTHER:** (2)
RECORDED BY: JOHN HERNANDEZ

Evaluation Criteria	Maximum Points	Toshiba Business Solutions	Xerox Corporation
Competency	15	15	15
Past Performance	15	12	15
Cost per Impression	60	46.40	60.00
Staffing Plan	15	15	15
Implementation	35	35	35
Financial Responsibility	15	N/A	N/A
	TOTAL POINTS:	123.40	140

Sub-Committee Member Name: Tom L'Heureux

Signature: [illegible]

Date: 5/3/2021

ISM does not determine financial responsibility

RESPONSE EVALUATION SCORE SHEET

TITLE: ENTERPRISE PRINT SOLUTION
RFP NO: ESC-0358-21
OPEN DATE: APRIL 21, 2021
ANALYST: DAVID KLAGES
NO. INVITED: (8) **RECEIVED:** (2) **OTHER:** (2)
RECORDED BY: JOHN HERNANDEZ

Evaluation Criteria	Maximum Points	Toshiba Business Solutions	Xerox Corporation
Competency	15	15	15
Past Performance	15	12	15
Cost per Impression	60	46.40	60.00
Staffing Plan	15	15	15
Implementation	35	35	32
Financial Responsibility	15	15	15
	TOTAL POINTS:	138.4	152

Sub-Committee Member Name: Gretchen Mitchell

Signature:

Date: 4/29/21

RESPONSE EVALUATION SCORE SHEET

TITLE: ENTERPRISE PRINT SOLUTION
RFP NO: ESC-0358-21
OPEN DATE: APRIL 21, 2021
ANALYST: DAVID KLAGES
NO. INVITED: (8) **RECEIVED:** (2) **OTHER:** (2)
RECORDED BY: JOHN HERNANDEZ

Evaluation Criteria	Maximum Points	Toshiba Business Solutions	Xerox Corporation
Competency	15	14	13
Past Performance	15	14	13
Cost per Impression	60	46.40	60.00
Staffing Plan	15	12	13
Implementation	35	34	32
Financial Responsibility	15	12	12
	TOTAL POINTS:	132.40	143.00

Sub-Committee Member Name: Bobby Thomas V. Muttootharayil

Signature: Bobby Thomas V. M.

Date: 04/29/2021

2) Three (3) hard copies of the entire Response (exact copies of the original signed version).

3) One (1) digital scanned copy in .PDF format of the entire Response on a CD-ROM or flash drive (exact copy of the original signed version).

4) One (1) REDACTED digital scanned copy of the Response **if necessary** (pursuant to Section 2.12). This copy should be marked "Confidential - Trade Secret" or something comparable to alert the reader of Contractor's claim of a public records exemption.

All copies are to be placed in a sealed package. The outside/outermost must be marked with (i) the RFP title and number, and (ii) Contractor's name, address, contact person, and telephone number.

It is the sole responsibility of each Contractor to assure all copies are EXACT duplicates of the original Response. Digital copies will be used for the purpose of evaluating the Responses. Any information contained in the original Response which has not been transferred to the digital copies will NOT be considered. The original document will be used solely for official record keeping and auditing purposes.

2.5 Evaluation of Responses.

A. Buyer will determine the qualifications, interest, and availability of Contractors by reviewing all Responses and, when deemed necessary in the sole discretion of Buyer, by conducting formal interviews of selected Contractors.

B. Before making an award, Buyer reserves the right to seek clarifications, revisions, and information it deems necessary for the proper evaluation of Responses. Failure to provide any requested clarifications, revisions, or information may result in rejection of the Response.

C. Buyer reserves the right to accept or reject any and all Responses, or separable portions thereof, and to waive any minor irregularity, technicality, or omission if Buyer determines that doing so will serve Buyer's best interests. Buyer may reject any Response not submitted in the manner specified by the RFP.

2.6 Award of Contract.

A. The process for contract award is set forth in Jacksonville Ordinance Code Sections 126.204. Generally, Buyer will award the Contract to the responsible and responsive proposer whose Response is determined in writing to be the most advantageous to the City of Jacksonville, based solely on the relative importance assigned to price and of the criteria set forth in Attachment B. The award may be contingent on the outcome of direct negotiations under Section 126.201(d)(4) and 126.201(n), *Ordinance Code*. If an agreement cannot be reached with the highest ranked Contractor, Buyer reserves the right to make an award to the next highest ranked Contractor or subsequent Contractor(s) until an agreement is reached.

B. Buyer may make an award within sixty (60) days after the date the Responses are due, during which period the Responses shall remain firm and shall not be withdrawn. Any Response that expresses a shorter duration may, in Buyer's sole discretion, be accepted or rejected. If award is not made within sixty (60) days, the Response shall remain firm until either the Contract is awarded or Buyer receives from Contractor written notice that the Response is withdrawn. [Note: Withdrawal of a Response may be requested within 72

hours (excluding State holidays, Saturdays and Sundays) after the date and time Responses are due. Buyer will not accept an amended Response after the date and time Responses are due.]

C. Except as may otherwise be expressly set forth in the RFP, Buyer intends to award one contract, but reserves the right to enter into a contract with multiple Contractors or to reject all Responses.

D. Based on the evaluation results, Buyer shall electronically post a notice of intended award at Buyer's website. Please contact the Contact Person if you are uncertain of Buyer's website address or if you experience problems accessing it. Any person who is adversely affected by the decision shall file with Buyer a notice of protest in accordance with the Protest provisions of the RFP. Buyer does not intend to provide tabulations or notices of award by telephone.

2.7 **Terms of Agreement**. After award to the successful Contractor, Buyer and Contractor will promptly enter into a written agreement (the "Contract") incorporating the terms of the RFP, the successful Response, and other terms and conditions as may be agreed to between the parties. To the extent the Response contains exceptions to or modifications of the RFP, such exceptions or modifications are stricken unless Buyer affirmatively accepts the exceptions or modifications in the Contract. The Contract will be substantially in the form set forth in an attachment to the RFP. Buyer will not be obligated to pay Contractor for the RFP services until the Contract is signed by both parties. Buyer retains the right to reject all bids and/or amend its notice of award at any time prior to the full execution of the Contract.

If the successful Contractor fails to perform the Services as agreed, Buyer reserves the right to (i) issue a new solicitation for the Services; (ii) reopen the RFP for the purpose of awarding a second contract to another Contractor in accordance with the criteria and processes set forth herein; and/or (iii) take such other actions permitted by law.

2.8 **Public Meetings and Special Accommodations.** Any meetings of the RFP evaluation committee (i.e., the Competitive Sealed Proposal Evaluation Committee), shall be noticed on Buyer's website and shall comply with Florida's Open Meetings Laws. Please contact the Contact Person if you are uncertain of Buyer's website address or if you experience problems accessing it. Persons requiring a special accommodation because of a disability should contact the Contact Person identified in Section 1 at least forty-eight (48) hours prior to the meeting.

2.9 **Ex-Parte Communications.** Communications regarding the RFP by a potential vendor, service provider, bidder, lobbyist or consultant to City employees, staff, or hired consultants are prohibited. This prohibition includes communications with the Buyer's Office of General Counsel unless the Contact Person has authorized those communications in advance. Violations may result in the rejection/disqualification of a Response.

These prohibitions on ex-parte communications do not apply to the following:

- communications regarding the RFP to the Chief of the Procurement Division or the Contact Person, provided the communication is limited strictly to matters of process or procedure already contained in the RFP.
- communications with the City employee responsible for administering the Jacksonville Small Emerging Business Program, provided the communication is limited strictly to matters of programmatic process or procedures.
- communications at any pre-bid conferences.

Attachment B
Evaluation Matrix

Category	Evaluated Criteria	Maximum Points
Competency	Describe the historical background, expertise and experience of your firm, demonstrating the ability to provide the requested services. This section is limited to **10** pages. Do not include irrelevant promotional material.	15
Past Performance	Supplier has demonstrated their past and present record of accomplishment or performance in both the public and private sectors with an implemented Enterprise Print Solution. Only documented references meeting or exceeding the minimum requirements as outlined in Section 1.4. will be evaluated in this category. Validated references will be awarded 3 points each.	15
Cost Per Impression	The supplier submitting the lowest Cost Per Impression (CPI) average to the City shall receive the maximum number of points (60). Each subsequently higher CPI average will be divided into the lowest CPI average received and the product's percentage will be multiplied by the maximum points available to render the points that shall be received. Example: **Monthly # of Images** — **Cost-Per-Impression (CPI)** 0 - 1,500,000 — $0.045 1,500,001 - 2,500,00 — $0.040 Greater than 2,500,000 — $0.035 *Average of all three — $0.040 Bidder 1 CPI Average = $0.040 (Bidder 1 gets the maximum # of points (60)) Bidder 2 CPI Average = $0.045 Point Calculation = (0.040 / 0.045) x 60 = 53.33 points for Bidder 2	60
Staffing Plan	Supplier's proposal contains a detailed staffing plan and strategy during the implementation period and throughout the term of the contractual agreement. The supplier must provide plans, roles, and responsibilities that will be assigned to this contract to effectively provide, manage, and supervise the EPS delivery and support. The proposal must set forth a support structure (organizational chart with roles and responsibilities) to demonstrate how the work will be effectively managed, continuous improvement achieved, and effective communication and partnership with the City maintained.	15

Continued on next page.

Attachment B
Evaluation Matrix

Category	Evaluated Criteria	Maximum Points
Implementation	Supplier's proposal contains an implementation plan that will meet the implementation requirement of all devices replaced and "in use" as described in Section 4.3.2. All devices should be considered "in use" by January 1, 2022. The supplier supplying the supporting documentation demonstrating their ability and describing the plan for acquiring, delivery, and set up of approximately 1,100 various models of devices will receive higher points than the supplier not providing this documentation. Maximum of 35 points (30 points for implementation and 5 additional points for print drivers). Five (5) additional points are available for offering universal/global print drivers for the various models offered in the proposal. Example: the supplier offering one universal/global print driver for all models offered will receive 5 points; the supplier offering universal/print drivers for 90% of the models will receive 4 points, and so on in 10% increments.	35
Financial Responsibility	The supplier has described form of business, years in business, changes in ownership, bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the supplier may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in a score less than maximum for this criterion.	15
	TOTAL:	155

City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
Ed Ball Building
214 N. Hogan Street, Suite 800
Jacksonville, Florida 32202

ONE CITY. ONE JACKSONVILLE

MEMORANDUM

TO: Competitive Sealed Proposal Evaluation Committee ("CSPEC")

FROM: Gregory Pease, Chief of Procurement

DATE: February 22, 2021

RE: Request for Approval to Utilize Competitive Sealed Proposal Process

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Pursuant to Chapter 126, Part 2, § 126.204, approval is requested to utilize the Competitive Sealed Proposal process to formally procure a supplier for **Enterprise Print Solution.** As a follow-up to the same, the CSPEC is now requested to review and approve the solicitation documents attached hereto.

More specifically, the CSPEC is requested to review and approve the evaluation criteria as outlined in the attached Request for Proposal ("RFP"). Procurement's review in this matter has revealed that:

The attached Certification Letter and the Scope of Services received from the using agency appear to be in order.

The RFP has been reviewed and approved by Risk Management regarding insurance and indemnification requirements.

The RFP has been reviewed and approved by EBO regarding JSEB participation goals and EBO recommends: Encouragement Plan.

The RFP has been reviewed and approved by ITD regarding technical and security requirements.

It is requested that the CSPEC take these issues into consideration in its review and/or approval in this matter.

CSPEC APPROVAL

Finance Director or designee

Procurement Chief or designee

General Counsel or designee

Department/Agency Representative

Public Works Director or designee