

## PROCUREMENT SUMMARY

## COPY CENTER EQUIPMENT AND SERVICES/PS110623000

1.	<b>Contract Number:</b> PS110623000	
2.	<b>Recommended Vendor:</b> Canon Solutions America, Inc.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> August 2, 2023	
	<b>B. Advertised/Publicized:</b> August 2, 2023	
	<b>C. Pre-Proposal Conference:</b> August 8, 2023	
	<b>D. Proposals Due:</b> October 16, 2023	
	<b>E. Pre-Qualification Completed:</b> January 10, 2024	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> October 25, 2023	
	<b>G. Protest Period End Date:</b> February 20, 2024	
5.	<b>Solicitations Picked up/Downloaded:</b> 11	<b>Bids/Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Antonio Monreal	<b>Telephone Number:</b> (213) 922-4679
7.	<b>Project Manager:</b> Yolanda Limon	<b>Telephone Number:</b> (213) 922-2113

**A. Procurement Background**

This Board Action is to approve the award of Contract No. PS110623000 to provide high speed/volume copiers and document finishing equipment for Metro's Copy Center for a period of five years. Board approval of contract award is subject to the resolution of any properly submitted protest.

On August 2, 2023, Request for Proposals (RFP) No. PS110623 was issued as a competitive procurement in accordance with Metro's Acquisition Policy and the contract type is a firm-fixed unit rate. The Diversity & Economic Opportunity Department did not recommend a Disadvantaged Business Enterprises (DBE) participation goal for this procurement due to a lack of subcontracting opportunities.

Five amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on August 3, 2023, added a site visit to Metro's Copy Center located at Metro's headquarters.
- Amendment No. 2, issued on August 17, 2023, extended the deadline to submit questions, the due date to request approved equals, and the proposal due date.
- Amendment No. 3, issued on September 7, 2023, extended the proposal due date.
- Amendment No. 4, issued on September 28, 2023, extended the proposal due date.
- Amendment No. 5, issued on October 9, 2023, revised the equipment introduction date in the evaluation criteria and minimum qualification

requirements, revised the scope of services to simplify some requirements to encourage competition, and extended the proposal due date.

A total of 11 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on August 8, 2023, with 10 participants in attendance representing 3 firms. There were 40 questions received and Metro provided responses prior to the proposal due date.

One proposal was received from Canon Solutions America, Inc., by the proposal due date of October 16, 2023.

Metro staff conducted a market survey of the firms on the planholders' list to determine why no other proposals were submitted. Responses were received from 5 firms and included taking exception to Metro's termination clause, not being able to meet the solicitation requirements, and the scope of services not being within their area of expertise.

The market survey revealed that the decisions not to propose were based on individual business considerations. Furthermore, the scope of services provided the salient physical, functional and other characteristics of the required high-speed copiers and did not require the use of a specific brand or manufacturer. For off-line document finishing equipment, although a brand or manufacturer was specified, the solicitation allowed proposers to offer "equal" products and included an approval process for proposed alternate finishing equipment. Therefore, the solicitation was determined not restrictive and can be awarded as a competitive award.

## **B. Evaluation of Proposal**

A Proposal Evaluation Team (PET) consisting of Metro staff from General Services, Marketing, and Information Technology Services was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following evaluation criteria:

Phase I Evaluation – Minimum Qualification Criteria: This is a pass/fail criteria. To be responsive to the RFP minimum requirements, proposer/s must meet the following:

1. Have four (4) years of experience, within the last six (6) years), in managed print services and related support services equivalent or similar to the services identified in the solicitation.
2. Demonstrated a minimum of two (2) clients within the past three (3) years that it has provided lease and maintenance service agreements for high-speed copiers with specification requirements similar to that required in the scope of services.
3. Be authorized by the original equipment manufacturer (OEM) to service the proposed equipment during the entire term of the contract.

4. All proposed high-speed copiers (excluding offline finishing equipment) must have an introduction date in the United States after January 1, 2015.
5. Have a web-based online reporting and tracking system, Managed Print Services Tool.

The proposer met the RFP minimum requirements and was further evaluated based on the following weighted evaluation criteria:

- Qualifications of the Prime Contractor and the Team Skills and Experience 15%
- Technical and Functional Capability of Proposed Equipment, Software, and Overall Infrastructure 15%
- Understanding of the Scope of Services and Management Plan/Approach 40%
- Price Proposal 30%

The evaluation criteria are appropriate and consistent with criteria developed for similar projects. Several factors were considered in developing these weights, giving the greatest importance to the understanding of the scope of services and management plan/approach.

During the period of October 31, 2023, to December 13, 2023, the PET independently evaluated and scored the technical proposal. The evaluation included an equipment demonstration conducted at the proposer’s client site on December 5, 2023, to test the performance and functionality of the proposed equipment. On December 13, 2023, the PET concluded its evaluation and determined Canon Solutions America, Inc. met the requirements of the RFP and is technically qualified to perform the services as outlined in the solicitation.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Canon Solutions America, Inc.</b>				
3	Qualifications of the Prime Contractor and the Team Skills and Experience	98.87	15%	14.83	
4	Technical and Functional Capability of Proposed Equipment, Software, and Overall Infrastructure	86.67	15%	13.00	
5	Understanding of the Scope of Services and Management Plan/Approach	94.53	40%	37.81	
6	Price Proposal	100.00	30%	30.00	
7	<b>Total</b>		<b>100%</b>	<b>95.64</b>	<b>1</b>

**C. Price Analysis**

The recommended price has been determined to be fair and reasonable based upon the independent cost estimate (ICE), technical analysis, price analysis, and historical data, and fact-finding. The recommended price is 8% lower than the ICE.

<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Recommended Amount</b>
Canon Solutions America, Inc.	\$1,917,720	\$2,078,901	\$1,917,720

**D. Background on Recommended Contractor**

Canon Solutions America, Inc., (Canon), headquartered in Melville, New York, is a wholly owned subsidiary of Canon U.S.A., Inc. It has been in business since 1974 and provides digital print technologies, large-format printing solutions and document management services. Canon has four local sales/service offices located in Glendale, Long Beach, Ontario and Irvine. In addition, it has a US based Help Desk Call Center that covers a wide spectrum of hardware, software, network connectivity, application, and workflow issues. Southern California clients include Redondo Beach Unified School District, the Counties of San Francisco and Ventura, and the City of San Francisco.

Canon’s proposed Project Manager has 30 years of experience in the industry and focuses on government and education accounts in Southern California.

Canon currently provides lease and maintenance of high-speed copiers and equipment for the Metro Copy Center, and performance has been satisfactory.