

# CITY OF KNOXVILLE

## REQUEST FOR PROPOSALS

### MULTIFUNCTION PRINTERS

Proposals to be Received by 11:00:00 a.m., Eastern Time  
October 27, 2020

Submit Proposals to:

City of Knoxville

Office of the Purchasing Division

City/County Building

Room 667-674

400 Main Street

Knoxville, Tennessee 37902

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City of Knoxville  
Request for Proposals  
Multifunction Printers

I. Statement of Intent

The City of Knoxville is requesting proposals from responsible firms or teams to provide multifunction printers (MFPs), all related hardware (integrated and standalone), installation, support, maintenance and supplies, software, and related services. The MFPs shall be rented from the Vendor by the City. The City intends to award an agreement for a term of five (5) years.

II. RFP Time Line

Availability of RFP .....	September 29, 2020
Deadline for questions to be submitted in writing to the Assistant Purchasing Agent .....	October 20, 2020
<b>Proposals Due Date .....</b>	<b>October 27, 2020</b>

This timetable is for the information of submitting entities. These dates are subject to change. **However, in no event shall the deadline for submission of the proposals be changed except by written modification from the City of Knoxville Purchasing Division.**

III. Background

The City currently leases 84 Multifunction printers that are in use at various locations throughout the City. The attached spreadsheet (see Appendix I) details the functions and locations of the listed equipment. In order to better meet departmental needs, the City may elect to upgrade/downgrade some of the listed features or equipment during contract implementation, or it may upgrade/downgrade some of the features or equipment over time.

## IV. General Conditions

- 4.1 The following data is intended to form the basis for submission of proposals to provide multifunction printers for rental by the City of Knoxville.
- 4.2 This material contains general conditions for the procurement process, the scope of service requested, contract requirements, instructions for submissions of proposals, and submission forms that must be included in the proposal. The RFP should be read in its entirety before preparing the proposal.
- 4.3 All materials submitted pursuant to this RFP shall become the property of the City of Knoxville.
- 4.4 To the extent permitted by law, all documents pertaining to this Request for Proposals shall be kept confidential until the proposal evaluation is complete and a recommendation submitted to City Council for review. No information about any submission of proposals shall be released until the process is complete, except to the members of the Evaluation Committee and other appropriate City staff. All information provided shall be considered by the Evaluation Committee in making a recommendation to enter into an agreement with the selected firm.
- 4.5 Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made **in writing and be in the hands of the Assistant Purchasing Agent, James McKeehan by the close of the business day on October 20, 2020.** Questions can be submitted by letter, fax (865-215-2277), or email to [jmckeehan@knoxvilletn.gov](mailto:jmckeehan@knoxvilletn.gov). The City of Knoxville is not responsible for oral interpretations given by any City employee, representative, or others. The issuance of written addenda is the only official method whereby interpretation, clarification, or additional information can be given. If any addenda are issued to this Request for Proposals, the Purchasing Division will post them to the City's website at [www.knoxvilletn.gov/bids](http://www.knoxvilletn.gov/bids). Submitting organizations are strongly encouraged to view this website often to see if addenda are posted. Failure of any proposer to receive such addendum or interpretation shall not relieve such Proposer from any obligation under his proposal as submitted. All addenda so issued shall become part of the Contract Documents.
- 4.6 The City of Knoxville reserves the right to (a) accept or reject any and/or all submissions of proposals; (b) to waive irregularities, informalities, and technicalities; and (c) to accept any alternative submission of proposals presented which, in its opinion, would best serve the interests of the City. The City shall be the sole judge of the proposals, and the resulting negotiated agreement that is in its best interest, and its decision shall be final. The City also reserves the right to make such investigation as it deems necessary to determine the ability of any submitting entity to perform the work or service requested. Information the City deems necessary to make this determination shall be provided by the submitting entity. Such information may include, but is not limited to, current financial statements by an independent CPA, verification of availability of equipment and personnel, and past performance records.
- 4.7 Included in the Contract Documents is an affidavit that the undersigned has not entered into any collusion with any person in respect to this qualification. The qualifier is required to submit this affidavit with the submission. Also included is the Diversity Business Program contracting packet. Submissions must indicate on the enclosed form whether or not the proposer/qualifier intends to use subcontractors

and/or suppliers from one of the defined groups. Proposers/Qualifiers are advised that the City tracks use of such use, but it does not influence or affect evaluation or award.

4.8 Subsequent to the Evaluation Committee's review and the Mayor's recommendation of a firm(s), Knoxville City Council approval may be required before the final contract may be executed.

4.9 All expenses for making a submission of proposal shall be borne by the submitting entity.

4.10 Any submission of proposals may be withdrawn up until the date and time for opening of the submissions. **Any submission not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of 120 days to the City of Knoxville for the services set forth in the Request for Proposals until one or more of the submissions have been duly accepted by the City.**

4.11 Prior to submitting their proposals, proposers are to be registered with the Purchasing Division through the City of Knoxville's online Vendor Registration system. Instructions for registering online are available at [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing). **Proposals from un-registered proposers may be rejected.**

4.12 **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any proposer with any City of Knoxville representative concerning this proposal is strictly prohibited, unless such contact is made with the Purchasing Division representative listed herein or with said representative's authorization. Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction. Proposals must include a notarized No Contact/No Advocacy Affidavit (to be found in the "Submission Forms" section of this document).

4.13 **INCLEMENT WEATHER:** During periods of inclement weather, the Purchasing Division will enact the following procedures with regard to solicitations and weather delays:

- If City offices are closed due to inclement weather on the date that bids/proposals/qualifications/letters of interest are due into the Purchasing Office, all solicitations due that same day will be moved to the next operational business day.
- The City of Knoxville shall not be liable for any commercial carrier's decision regarding deliveries during inclement weather.

## V. Scope of Service

Proposals shall offer turnkey maintenance and service (including preventative/scheduled and emergency) and supplies solution to the City. Contractor will be solely responsible for all service, supplies, maintenance, repair, upgrade, and replacement of solutions implemented. **Likewise, the Contractor shall:**

- a) Perform a detailed site survey including interviews with key users from each department or division to assess needs
- b) Furnish all tools, equipment, supplies, supervision, transportation, and other accessories, services, and facilities necessary to complete the work

- c) Furnish all materials, supplies, and equipment specified and required to be incorporated in and form a permanent part of the completed work
- d) Provide and perform all necessary labor
- e) Perform and complete the work in accordance with good technical practice, with due diligence, and in accordance with the requirements, stipulations, provisions, and conditions of this RFP and the resultant agreement in the most timely, effective, efficient and economical method possible while maintaining a high level of customer service and satisfaction and to the satisfaction of an authorized City representative.

## 5.1 Equipment and Supplies

The City of Knoxville desires a solution for the City's copying, scanning, and printing needs by means of multifunction printers (MFPs) provided by the Vendor for rental by the City. Proposals must offer equipment that, at minimum, provides copying, scanning, faxing, printing, and restriction of color usage, but the City will entertain proposals offering additional features such as cost accounting, and user authentication capabilities. Security, environmental impact, and cost savings are also important elements that should be addressed. Most of the MFPs will be networked for remote scanning and/or printing.

**QUANTITIES:** The City does not guarantee any quantities of multifunction printers to be placed under this contract. Purchase orders will be issued on an as needed basis.

**HARDWARE:** Equipment specifications provided by the City within this RFP shall be considered as minimal requirements. All hardware must be 100% new equipment delivered in the manufacturer's original packaging and carrying the manufacturer's full warranty. Used, rebuilt, refurbished, or remanufactured equipment will not be acceptable.

**EQUIPMENT UPGRADE OR CHANGES:** Departments must be able to upgrade or downgrade rental equipment without any financial penalty and without extending the original contract. Further, the City may add or delete equipment from the agreement without any financial penalty and without extending the original contract. No installation or removal charges will be paid on this contract.

**SOFTWARE UPGRADES:** The Vendor shall make available (within one month of release) to the City at no additional charge all upgrades, updates, and patches to the software so long as the City is currently under the Vendor's software maintenance agreement. If the City opts to take advantage of the patch or updated version, the Vendor shall install and support it under the existing maintenance agreement. Upgrades and patches will be applied in accordance with City's change management procedures.

**POOR PERFORMANCE:** Machines which develop a trend of requiring an excessive number of service calls shall be replaced, not repaired, by the vendor without loss of contract time and without additional installation and removal charges. The machine performance period will apply for the entire term of the contract period. Excessive service calls will be determined by the City on a departmental basis. In the event the copier needs to be removed for service, the City may request a loaner copier be placed as not to disrupt the service of the user department. The loaner copier would be placed without any additional cost to the City. The loaner copier shall be of the same quality and provide the same capacity and functions as the originally placed copier.

**DEFECTIVE EQUIPMENT:** If, in the City's judgment, any equipment is deemed unsatisfactory (a "lemon"), is not completely operational (all equipped functions working simultaneously), or out of service for more than two business days, the Vendor will replace such equipment (hardware or software) with the same or better, including all services and materials necessary to restore all functionality at no cost to the City. The City has the right to inspect replacement equipment and deem it satisfactory or unsatisfactory. If replacement equipment is ever deemed by the City to be unsatisfactory, or not completely operational and providing the same functionality as the original for more than two business days, the Vendor shall replace, at no cost to the City, all such defective equipment with 100% new unused equipment of similar or greater capabilities until restoration of all functionality is deemed satisfactory by an authorized City of Knoxville representative.

**NETWORKING:** Proposers are advised that not all City departments have networked MFPs, and are further advised that MFPs placed with the option of networking shall require the approval of the Office of Information Services. Network connections should be 10/100/1000.

**ELECTRICAL REQUIREMENTS:** The City requires all MFPs use electrical systems operating at 110-120 volts. The vendor(s) shall be responsible to notify the City of any special electrical requirements for the machine to be placed in service.

**ENVIRONMENTAL:** The City encourages vendors to provide MFPs that meet the Energy Star guidelines for energy efficiency. Listings of Energy Star labeled MFPs are available via the internet at <https://www.energystar.gov/productfinder/product/certified-imaging-equipment/results>. Vendors are encouraged, when providing training to City employees, to inform user departments of the advantages of an energy efficient machine.

**SUPPLIES:** Toner, developer, staples and all chemical supplies required for machine operation must be provided by the Vendor and included in the proposed price. It shall be the responsibility of each department to order the supplies with the successful Vendor. Vendor must provide next day delivery for such supplies.

**LITERATURE/BROCHURES:** Proposals shall include brochures for each proposed copier.

## 5.2 Delivery, Installation, and Training

**DELIVERY:** Delivery shall be made within thirty days after receipt of order. If a copier is delivered in the middle of the month, the first month's rental shall be pro-rated.

**EQUIPMENT TRANSITION:** Proposal shall include a schedule for complete transition from all current MFPs to the new equipment. Contractor shall be solely responsible for all planning and activities surrounding and related to the transition from the City's existing MFPs to the Contractor's proposed solution. Vendor will coordinate with the City and existing vendor to completion. Removal of existing MFPs must be concurrent with the installation of new/upgraded solutions. Software solution should be in place before hardware is rolled out. All devices must be clearly labeled to show the Contractor's support phone number, supply order phone number, and manufacture serial number. No cost will be incurred by the City for any/all transition-related planning and activities.

**INSTALLATION, INSPECTION, AND ACCEPTANCE:** Vendor will be responsible for installing (and networking, where applicable) equipment. The selected vendor must migrate users accounts created on

the current Konica Minolta MFPs to the new devices without the assistance of the City's Information Systems (IS) Department. All equipment must be installed according to manufacturers' requirements. Warranty period shall not commence until the City inspects and accepts the installed equipment. The City reserves the right to reject any equipment not in conformance with agreed specifications, and Vendor shall assume any costs associated with such non-conformance. Acceptance of installed equipment does not constitute a waiver of latent or hidden defects or defects not readily detectable by a reasonable person under the circumstances. No installation or removal charges will be paid on this contract.

**TRAINING:** After delivery and installation of copier, vendor shall provide materials and instructions for the training of users at no charge to the City. Training is to be performed in-house after equipment installation. No charges shall be paid for training on this contract.

Proposal should explain in detail the proposed education, training, and communication solution, including, policy, process, and procedures. Training will occur throughout the life of the contract, therefore pre- and post-implementation training should be addressed as well.

### 5.3 **Warranty and Warranty Period**

**WARRANTY:** The warranty period begins after system acceptance and certification by the City that the equipment is in production use. Contractor warrants to the City that all items delivered and all services rendered shall conform to the specifications, drawings, proposal, and/or other descriptions furnished and/or incorporated by reference, and will be fit for the particular purpose purchased, of merchantable quality, good workmanship, and free from defects. Contractor extends to the City all warranties allowed under the Uniform Commercial Code (U.C.C.). Return of merchandise not meeting warranties shall be at contractor's expense. **WARRANTY PERIOD:** The period of time during which the warranty is in effect shall not overlap with that of the maintenance/service agreement. Maintenance fees shall not be incurred until after the warranty period has expired.

Proposal should contain copies of warranties for the equipment offered to the City.

### 5.4 **Support – Maintenance, Repair and Service/Service Agreement**

**SUPPORT STAFF:** Proposal must offer detailed information regarding staffing levels, furnishing appropriate levels of on-site, in-field, and remote support staffs to ensure the City's needs are met. Proposer must provide adequate support staff to backfill planned or unplanned personnel outages.

**MAINTENANCE:** Support staff expected duties include but are not limited to:

- A. Receive and action service requests while in the field via e-mail to a Proposer provided mobile device and be equipped to receive voice, email, text, and hard copy where available/applicable.
- B. Monitor and action device alerts, response/restoration of service time and equipment uptime. Provide report by machine for all service actions as requested by the City.
- C. Contractor must perform a comprehensive inspection, preventative care and maintenance as needed.
- D. While visiting the MFP, support staff will meet with site contact(s) to understand specific support issues, training needs, and other requirements then communicate findings to the proper City representative(s).



- E. Provide same day emergency service and next day regular supply deliveries and installation as needed.
- F. Deliver, unpack, and install all goods and services. This includes, but is not limited to, the following: checking the equipment for proper operation, loading paper, and/or supplies, enabling network connectivity, removing all shipping materials and disposing of/recycling applicable materials.
- G. Perform key-op training for all HW/SW solutions
- H. Provide, as needed, comprehensive product training to all City personnel to include walk-up, network, and desktop client functions. Describe measures for ensuring all end users are properly trained on solutions implemented.
- I. Work with the City to provide, install, and configure all relative software (drivers, etc.) throughout the life of the contract.
- J. Manage equipment moves for the life of the contract.
- K. Maintain on a monthly basis 100% accurate equipment inventory list to include the following information: make, model, serial number, IP address, network share name, street address, floor, suite/office number, room number, city, zip code, install date, City Agency name, customer focal point - name/telephone number, meter read, number or service calls, and percentage of uptime. Electronic report output formats should include PDF, XML, XLSX, DOCX, etc., as specified by the City.

**PROBLEM RESPONSE AND SERVICE:** Proposal must offer detailed information for how problems are reported by users and how Proposer responds to such reports. Proposals should include Proposer's plan for implementing service request escalations and issue resolution processes.

Onsite service shall be made within four working hours after the request has been logged with the vendor. Service shall be available during normal working hours Monday through Friday, except on City-recognized holidays. Repair services for MFPs shall be the responsibility of the vendor at no expense to the City. In the event that a copier is connected to a network, vendor shall be responsible for all related repairs.

If the copier cannot be repaired within 48 hours of the initial service visit the vendor must notify the Purchasing Division representative in writing via email, detailing the nature of the problem and when the equipment will be operational. If repairs cannot be made within a reasonable amount of time as determined by the Purchasing Division, a loaner of equal or better machine specifications must be delivered and setup by 4:30 PM the following business day.

Proposer must provide service credits (device and paper) at the City's discretion for impressions made during maintenance and service calls.

**SERVICE AGREEMENT:** Proposal must include a Service Level Agreement (SLA) describing in detail the services and service level(s) being offered (provide evidence and detailed results of SLA for like sized organization). MFP solution uptime should remain at >98% during City hours of operation, with "uptime" defined as simultaneous, full functionality of all features/functions in implemented solution. Proposal shall describe in detail how uptime will be calculated, recorded, and reported.

## 5.5 Reports – Monitoring, Reporting, Diagnostics, and Configuration

The MFP solution should be proactively monitored by an intelligent, real-time solution to mitigate real or potential MFP-related issues (supplies, maintenance, repairs, error codes, stopped or hung services, etc.), trigger creation of a trouble ticket, and notify/ dispatch solution providers support staff. Reporting capabilities should allow detailed reports (i.e., performance metrics, customer satisfaction, performance trends, variance between the reported measures and actual performance standards, etc.).

## 5.6 Security

**PERSONNEL:** A Knoxville Police Department background check may be a requirement for all employees of the Vendor's staff providing services to certain information-sensitive departments (e.g., Knoxville Police Department and the court system areas). Certain felony convictions will prohibit individuals from entering these facilities. All costs associated with background checks will be the responsibility of the Vendor.

**SOLUTIONS:** Hardware, software, and network security is an ongoing requirement. Documents with privacy requirements need to remain private. Proposals should describe how the proposed solution will ensure the City is never compromised as a direct/indirect result of implementation. Note that all real or potential security vulnerabilities must be reported to the City and rectified ASAP.

**REMOVAL OF EQUIPMENT FROM CITY:** The Vendor will issue a "Certificate of Destruction" for all memory devices when removed from the City, and will provide this documentation to the department.

## 5.7 Account Management

**BILLING/INVOICING:** Billing will not begin until the last unit is in place, working satisfactorily, and accepted via signature by an authorized City representative. Separate invoices for each MFP shall be sent monthly to the City department indicated on the purchase order. All invoices must show the purchase order number or contract number. Without this information, the invoice may be rejected for payment. Vendors are advised that a minimum of thirty (30) days is required to process invoices for payment.

**ACCOUNT MAINTENANCE:** Proposals must include Vendor's process for updating records when equipment is changed, added, or removed from service. The City desires timely access to all Vendor records related to the contract awarded.

**MFPs PLACED PRIOR TO THIS AGREEMENT:** All MFPs placed in City offices prior to this agreement shall remain under their original term agreement or may revert to the new term agreement whichever is in the best interest of the City. There shall be no penalties assessed to any departments if they decide to switch rental plans. **DISCONTINUED MODELS:** Vendors must notify the City of Knoxville Purchasing Division of any model number changes throughout the term of the agreement. Successful vendor(s) must submit quarterly updates notifying the Purchasing Division of model number changes. Failure to not immediately notify the Purchasing Division may be just cause for termination.

**METER-READINGS:** The vendor shall be responsible for monitoring and reporting MFP usage statistics at each location to be delivered monthly by email to the user department.

## 5.8 Pricing and Price Submission Format

**PRICING:** All pricing will be a firm fixed price during the life of the contract. All payments are based on the number of copies produced. The vendor will be guaranteed a minimum payment at the volume band selected. The overage cost will begin after the minimum number in each band has been reached each month. Options shall be listed and prices stated as a per month add-on cost. Proposer shall offer a firm, minimum price. The City will not accept a cost per copy pricing for the additional features.

**PRODUCT INCENTIVES/CREDITS/REBATES:** Proposal shall describe any available product credit, rebate and/or incentive programs.

**DESTINATION AND DELIVERY:** Proposals are to include all destination and delivery charges in their price. There will be no extra hidden charges. Prices shall be FOB Destination Freight Prepaid to the delivery location designated. All risk of transportation and all related charges shall be the responsibility of the Proposer. All items ordered shall be delivered, installed, and tested for full functionality by the Proposer, to any location within the City of Knoxville or building/office owned, leased, or rented by the City. Likewise, all items ordered through the Proposer will, at the City's discretion, be moved, installed, and tested for full functionality by the Proposer without limit and without charge, to any location within the City or building/office owned, leased, or rented by the City within 48 contiguous hours of notice. All the above must be continuously worked by the Proposer until deemed satisfactory by an authorized City of Knoxville representative. All claims for visible or concealed damage shall be filed by the Proposer. Unauthorized shipments are subject to rejection and return at Contractor's expense.

**PRICE SUBMISSION FORM:** The attached Pricing Form (see Appendix II) shows the format in which the City prefers to evaluate proffered pricing. MFPs should be divided between B/W only and B/W/Color, then each of those categories subdivided by available volume bands.

Proposal must indicate the manufacturer/brand and item number of the product being proposed in its pricing response. The phrases "as specified" and "as requested" will not be approved nor appropriate responses.

## 5.9 Vendor Qualifications and Conduct

**REFERENCES:** Proposals will describe in detail how maintenance, repair, upgrade, and replacement have been successfully provided to at least three (3) like-sized organizations and provide evidence as well as names, phone numbers and email addresses.

**IMPLEMENTATION PLAN:** Proposals should include a sample implementation plan and implementation schedule describing the vendor's processes from pre-implementation through the City's acceptance and certification.

**QUALIFICATIONS:** At the time of award and throughout the contract period, the successful vendor must be a factory authorized distributor or an authorized dealership with factory-trained service technicians, fully qualified to service all of the installed machines with genuine factory parts. Vendor must include with their response, a certification from the manufacturer stating that the vendor is an authorized representative for the manufacturer. Where vendors are offering multiple brands or represent more

than one manufacturer, the City requires a statement from the respective manufacturer(s) outlining the support that they will provide the vendor.

**VENDOR CONDUCT:** Vendors are hereby notified that the City of Knoxville Purchasing Division has necessary and proper procedures to procure equipment for the user departments of City government. Vendors are hereby cautioned that placing any equipment prior to the issuance of a purchase order constitutes a violation of that procedure and may result in the vendor being debarred for a minimum period of twelve months. User departments are not authorized to sign any vendors' agreements.

#### 5.10 Ownership of Devices

The equipment shall at all times remain the property of the vendor. The City of Knoxville will not remove or permit the equipment to be removed from the equipment location except by the vendor's authorized employees, or with the vendor's written permission. The City will not modify the equipment nor alter, remove or conceal any labels, nameplates or numbers on the equipment. The vendor shall retain ownership, and the City will not be held liable for any damage or theft of equipment.

## VI. Contract Requirements

Submitting entities, if selected, must be willing to sign a contract with the City which will include certain provisions, among which are the following:

6.1 **Contract Documents.** The contract shall consist of (1) the RFP; (2) the proposal submitted by the contractor to this RFP; and (3) the contract. In the event of a discrepancy between the contract, the RFP and the submitted proposal, the terms that provide the greater benefit to the City and/or impose the greater obligation to the Contractor will prevail.

6.2 **Administration.** The contract will be administered by the City of Knoxville Department of Information Systems

6.3 **Invoices.** Invoices for services will be submitted to the City in accordance with the contract terms.

6.4 **Independent Contractor.** The relationship of Contractor to the City will be that of independent contractor. The Contractor will be solely and entirely responsible for its acts and for the acts of its agents, employees, servants and subcontractors done during the performance of the contract. All services performed by the Contractor shall be provided in an independent contractor capacity and not in the capacity of officers, agents, or employees of the City.

6.5 **Assignment.** The Contractor shall not assign or transfer any interest in this contract without prior written consent of the City of Knoxville.

6.6 **Indemnification and Hold Harmless.** The successful proposer will be required to sign a contract with the City which contains the following indemnification clause. This indemnification clause will not be altered in any way. Failure to agree with this indemnification clause in the contract may result in the City moving to the next responsible responsive proposer.

Contractor shall defend, indemnify and hold harmless the City, its officers, employees and agents from any and all liabilities which may accrue against the City, its officers, employees and agents or any third party for any and all lawsuits, claims, demands, losses or damages alleged to have arisen from an act or omission of Contractor in performance of this Agreement or from Contractor's failure to perform this Agreement using ordinary care and skill, except where such injury, damage, or loss was caused by the sole negligence of the City, its agents or employees.

Contractor shall save, indemnify and hold the City harmless from the cost of the defense of any claim, demand, suit or cause of action made or brought against the City alleging liability referenced above, including, but not limited to, costs, fees, attorney fees, and other expenses of any kind whatsoever arising in connection with the defense of the City; and Contractor shall assume and take over the defense of the City in any such claim, demand, suit, or cause of action upon written notice and demand for same by the City. Contractor will have the right to defend the City with counsel of its choice that is satisfactory to the City, and the City will provide reasonable cooperation in the defense as Contractor may request. Contractor will not consent to the entry of any judgment or enter into any settlement with respect to an indemnified claim without the prior written consent of the City, such consent not to be unreasonably withheld or delayed. The City shall have the right to participate in the defense against the indemnified claims with counsel of its choice at its own expense.

Contractor shall save, indemnify and hold City harmless and pay judgments that shall be rendered in any such actions, suits, claims or demands against City alleging liability referenced above.

The indemnification and hold harmless provisions of this Agreement shall survive termination of the Agreement.

**6.7 Termination.** The City may terminate this Agreement at any time, with or without cause, by written notice of termination to the Contractor.

If the City terminates this Agreement, and such termination is not a result of a default by the Contractor, the Contractor shall be entitled to receive as its sole and exclusive remedy the following amounts from the City, and the City shall have no further or other obligations to the Contractor: the amount due to the Contractor for work executed through the date of termination, not including any future fees, profits, or other compensation or payments which the Contractor would have been entitled to receive if this Agreement had not been terminated.

The City may, by written notice of default to the Contractor, terminate the whole or any part of this Agreement if the Contractor fails to perform any provisions of this Agreement and does not cure such failure within a period of ten (10) days (or such longer period as the Purchasing Agent may authorize in writing) after receipt of said notice from the Purchasing Agent specifying such failure. If this Agreement is terminated in whole or in part for default, the City may procure, upon such terms and in such manner as the Purchasing Agent may deem appropriate, supplies or services similar to those terminated.

**6.8 Insurance.** When applicable and prior to the commencement of the contract, Contractor must, at its sole expense, obtain and maintain in full force and effect for the duration of the Agreement and any extension hereof at least the following types and amounts of insurance for claims which may arise from or in connection with this Agreement. Contractor shall furnish the City of Knoxville with properly executed certificates of insurance which shall clearly evidence all insurance required by the City. All

insurance must be underwritten by insurers with an A.M. Best rating of A-VIII or better. Such insurance shall be at a minimum the following:

- A. **Commercial General Liability Insurance;** occurrence version commercial general liability insurance, and if necessary umbrella liability insurance, with a limit of not less than two million dollars each occurrence for bodily injury, personal injury, property damage, and products and completed operations. If such insurance contains a general aggregate limit, it shall apply separately to the work/location in this Agreement or be no less than \$3,000,000.

Such insurance shall:

(a.) Contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. The coverage shall contain no special limitations on the scope of its protection afforded to the above-listed insureds. Proof of additional insured status up to and including copies of endorsements and/or policy wording will be required.

(b.) For any claims related to this project, Contractor's insurance coverage shall be primary insurance as respects the City, its officers, officials, officers, employees, and volunteers. Any insurance or self-insurance programs covering the City, its officials, officers, employees, and volunteers shall be excess of Contractor's insurance and shall not contribute with it.

(c.) At the sole discretion of the City, dedicated limits of liability for this specific project may be required.

- B. **Automobile Liability Insurance;** including vehicles owned, hired, and non-owned, with a combined single limit of not less than \$1,000,000 each accident. Such insurance shall include coverage for loading and unloading hazards. Insurance shall contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of automobiles owned, leased, hired, or borrowed by or on behalf of Contractor.
- C. **Workers' Compensation Insurance.** Contractor shall maintain workers' compensation insurance with statutory limits as required by the State of Tennessee or other applicable laws and employers' liability insurance with limits of not less than \$500,000. Contractor shall require each of its subcontractors to provide Workers' Compensation for all of the latter's employees to be engaged in such work unless such employees are covered by Contractor's workers' compensation insurance coverage.
- D. **Professional Liability** (including Errors & Omissions). Contractor shall maintain professional liability insurance covering claims arising from real or alleged errors, omissions, or negligent acts committed in the performance of professional services under this Agreement with limits equal to the general liability requirement but no less

than \$2,000,000. Coverage for contingent bodily injury and property damage should be included or endorsed onto the policy.

- E. **Cyber Liability Insurance** (also referred to as Network Security and Privacy). Contractor shall provide proof of Network Security and Privacy insurance with limits of not less than \$5,000,000 for each occurrence and an annual aggregate of \$5,000,000 covering claims involving privacy violations; information theft; damage to, or destruction of, electronic information; intentional and/or unintentional release of private information; alteration of electronic information; extortion; and network security. There should be no special limitations in the policy with respect to copyright, trademark, or other infringement of media. If not covered in a separate policy, the policy should include Technology Errors and Omissions. Coverage shall also provide business interruption and extra expense coverage. Such coverage is required only if any products and/or services related to information technology (including but not limited to hardware, software, consulting, data management, and database reporting) are provided to the City and for claims involving any professional services for which Contractor is engaged with the City for such length of time as necessary to cover any and all claims. Use of a claims-made policy must be approved by the City and will require evidence of a retroactive date prior to the inception of the contract and at least 5 subsequent annual renewals after the contract is complete.
- F. **Other Insurance Requirements.** Contractor shall:
- Prior to commencement of services, furnish the City with original certificates and amendatory endorsements effecting coverage required by this section and provide that such insurance shall not be cancelled, allowed to expire, or be materially reduced in coverage except on 30 days' prior written notice to the City Attorney of Knoxville; P.O. Box 1631; Knoxville, Tennessee 37901. Proof of policy provisions regarding notice of cancellation will be required.
  - Upon the City's request, provide certified copies of endorsements and policies if requested by the City in lieu of or in addition to certificates of insurance. Copies of policies will only be requested when contracts are deemed to be extremely or uniquely hazardous, include a dollar amount that is significant to the overall budget of the City or a City Department, or the coverage(s) may not follow standard insurance forms. A policy will only be requested after the City's Risk Manager has reviewed the contract and proof of coverage has been provided. Should the certificate of insurance refer to specific coverage wording or endorsements(s), proof of such policy wording or endorsement(s) will be required.
  - Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.
  - Maintain such insurance from the time services commence until services are completed. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by the City as a material breach of contract.

- If Contractor cannot procure insurance through an insurer having an A.M. Best rating of A-VIII, Contractor may, in the alternative, place such insurance with insurer licensed to do business in Tennessee and having A.M. Best Company ratings of no less than A. Modification of this standard may be considered upon appeal to the City Law Director.
- Require all subcontractors to maintain during the term of the Agreement Commercial General Liability insurance, Business Automobile Liability insurance, and Workers' Compensation/Employer's Liability insurance (unless subcontractor's employees are covered by Contractor's insurance) in the same manner as specified for Contractor. Contractor shall furnish subcontractors' certificates of insurance to the City without expense immediately upon request.
- Large Deductibles; Self-Insured Retentions. Any deductibles and/or self-insured retentions greater than \$50,000 must be disclosed to and approved by the City of Knoxville prior to the commencement of services. Use of large deductibles and/or self-insured retentions may require proof of financial ability as determined by the City.
- Waiver of Subrogation Required. The insurer shall agree to waive all rights of subrogation against the City, its officers, officials, and employees for losses arising from work performed by Contractor for the City. Proof of waiver of subrogation up to and including copies of endorsements and/or policy wording will be required.
- Occurrence Basis Requirement. All general liability policies must be written on an occurrence basis, unless the Risk Manager determines that a claims made basis is reasonable in the specific circumstance. Use of policies written on a claims made basis must be approved by the City. Risk Manager and retroactive dates and/or continuation dates must be provided to the City prior to commencement of any work performed. Professional Liability and Environmental Liability (Pollution Coverage) are most commonly written on a claims made basis and are generally acceptable in that form.

6.9 **Ethical Standards.** Attention of all firms is directed to the following provisions contained in the Code of the City of Knoxville: Chapter 24, Article II, Section 24-33 entitled "Debts owed by persons receiving payments other than Salary;" Chapter 2, Article VIII, Division 11. The Contractor hereby takes notice of and affirms that it is not in violation of, or has not participated, and will not participate, in the violation of any of the following ethical standards prescribed by the Knoxville City Code:

A. Section 2-1048. Conflict of Interest.

It shall be unlawful for any employee of the city to participate, directly or indirectly, through decision, approval, disapproval, recommendation, preparation of any part of a purchase request, influencing the content of any specification or purchase standard, rendering of advice, investigation, auditing or otherwise, in any proceeding or application, request for ruling or other determination, claim or controversy or other matter pertaining to any contract or subcontract and any solicitation or proposal therefore, where to the employee's knowledge there is a financial interest possessed by:

- (1) The employee or the employee's immediate family;



(2) A business other than a public agency in which the employee or member of the employee's immediate family serves as an officer, director, trustee, partner or employee; or

(3) Any person or business with whom the employee or a member of the employee's immediate family is negotiating or has an arrangement concerning prospective employment.

B. Section 2-1049. Receipt of Benefits from City Contracts by Council Members, Employees and Officers of the City.

It shall be unlawful for any member of council, member of the board of education, officer or employee of the city to have or hold any interest in the profits or emoluments of any contract, job, work or service, either by himself or by another, directly or indirectly. Any such contract for a job, work or service for the city in which any member of council, member of the board of education, officer or employee has or holds any such interest is void.

C. Section 2-1050. Gratuities and Kickbacks Prohibited.

It is unlawful for any person to offer, give or agree to give to any person, while a city employee, or for any person, while a city employee, to solicit, demand, accept or agree to accept from another person, anything of a pecuniary value for or because of:

(1) An official action taken, or to be taken, or which could be taken;

(2) A legal duty performed, or to be performed, or which could be performed; or

(3) A legal duty violated, or to be violated, or which could be violated by such person while a city employee.

Anything of nominal value shall be presumed not to constitute a gratuity under this section.

Kickbacks. It is unlawful for any payment, gratuity, or benefit to be made by or on behalf of a subcontractor or any person associated therewith as an inducement for the award of a subcontract or order.

D. Section 2-1051. Covenant Relating to Contingent Fees.

(a) Representation of Contractor. Every person, before being awarded a contract in excess of ten thousand dollars (\$10,000.00) with the city, shall represent that no other person has been retained to solicit or secure the contract with the city upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for bona fide employees or bona fide established commercial, selling agencies maintained by the person so representing for the purpose of securing business.

(b) Intentional Violation Unlawful. The intentional violation of the representation specified in subsection (a) of this section is unlawful.

E. Section 2-1052. Restrictions on Employment of Present and Former City Employees.

Contemporaneous employment prohibited. It shall be unlawful for any city employee to become or be, while such employee, an employee of any party contracting with the particular department or agency in which the person is employed.

For violations of the ethical standards outlined in the Knoxville City Code, the City has the following remedies:

- (1) Oral or written warnings or reprimands;
- (2) Cancellation of transactions; and
- (3) Suspension or debarment from being a Contractor or subcontractor under city or city-funded contracts.

The value of anything transferred in violation of these ethical standards shall be recoverable by the City from such person. All procedures under this section shall be in accord with due process requirements, included but not limited to a right to notice and hearing prior to imposition of any cancellation, suspension or debarment from being a Contractor or subcontractor under a city contract.

6.10 Firms must comply with the President's Executive Order No. 11246 and 11375 which prohibit discrimination in employment regarding race, color, religion, sex or national origin. Firms must also comply with Title VI of the Civil Rights Act of 1964, Copeland Anti-Kick Back Act, the Contract Work Hours and Safety Standards Act, Section 402 of the Vietnam Veterans Adjustment Act of 1974, Section 503 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, all of which are herein incorporated by reference.

6.11 Firms shall give consideration to the inclusion of minority firms or individuals in this project, and shall advise the city in this proposal of their efforts to do so.

6.12 Firms shall give consideration to the use of environmentally sustainable best practices, and shall advise the city in this submittal of qualifications of their efforts to do so.

6.13 Federal, State, and Local Requirements. Each submitting entity is responsible for full compliance with all laws, rules and regulations which may be applicable.

6.14 Licenses. Before a contract is signed by the City, the submitting entity, if selected, **must** provide the City Purchasing Division with a copy of its valid business license **or** with an affidavit explaining why it is exempt from the business licensure requirements of the city or county in which it is headquartered. If a contract is signed, the contractor's business license shall be kept current throughout the duration of the contract, and the contractor shall inform the City of changes in its business name or location. The contractor must be a licensed professional as required by the state of Tennessee, see T.C.A. Sections 62-2-101 et. seq., for any services in this contract requiring such licensure.

6.15 Funding. The City's performance and obligation to pay under this contract is subject to funding contingent upon an annual appropriation.

6.16 Governing Law and Venue. This Agreement shall be governed by and construed in accordance with the substantive laws of the State of Tennessee and its conflict of laws provisions. Venue for any

action arising between the City and the Contractor from the Agreement shall lie in Knox County, Tennessee.

6.17 Subcontracts to the Agreement. Contractor shall not enter into a subcontract for any of the services performed under this Agreement without obtaining the prior written approval of the City.

6.18 Amendments. This Agreement may be modified only by a written amendment or addendum that has been executed and approved by the appropriate officials shown on the signature page of the Agreement.

6.19 Captions. The captions appearing in the Agreement are for convenience only and are not a part of the Agreement; they do not in any way limit or amplify the provisions of the Agreement.

6.20 Severability. If any provision of the Agreement is determined to be unenforceable or invalid, such determination shall not affect the validity of the other provisions contained in the Agreement. Failure to enforce any provision of the Agreement does not affect the rights of the parties to enforce such provision in another circumstance, nor does it affect the rights of the parties to enforce any other provision of this Agreement at any time.

6.21 No Benefit for Third Parties. The services to be performed by the Contractor pursuant to the Agreement with the City are intended solely for the benefit of the City, and no benefit is conferred hereby, nor is any contractual relationship established herewith, upon or with any person or entity not a party to the Agreement. No such person or entity shall be entitled to rely on the Contractor's performance of its services hereunder, and no right to assert a claim against the City or the Contractor, its officers, employees, agents, or contractors shall accrue to the Contractor or to any subcontractors, independently retained professional consultant, supplier, fabricator, manufacturer, lender, tenant, insurer, surety, or any other third party as a result of this Agreement or the performance or non-performance of the Contractor's services hereunder.

6.22 Non-Reliance of Parties. Parties explicitly agree that they have not relied upon any earlier or outside representations other than what has been included in the Agreement. Furthermore, neither party has been induced to enter into this Agreement by anything other than the specific written terms set forth herein.

6.23 Force Majeure. Neither party shall be liable to the other for any delay or failure to perform any of the services or obligations set forth in this Agreement due to causes beyond its reasonable control, and performance times shall be considered extended for a period of time equivalent to the time lost because of such delay plus a reasonable period of time to allow the parties to recommence performance of their respective obligations hereunder. Should a circumstance of force majeure last more than ninety (90) days, either party may by written notice to the other terminate this Agreement. The term "force majeure" as used herein shall mean the following: acts of God; strikes, lockouts or other industrial disturbances; acts of public enemies; orders or restraints of any kind of the government of the United States or of the State or any of their departments, agencies or officials, or any civil or military authority; insurrections, riots, landslides, earthquakes, fires, storms, tornadoes, droughts, floods, explosions, breakage or accident to machinery, transmission pipes or canals; or any other cause or event not reasonably within the control of either party.

6.24 EEO/AA. The City of Knoxville is an EE/AA/Title VI/Section 504/ADA/ADEA Employer.

6.25 By submitting a proposal, the submitting entity agrees to all terms and conditions established in this RFP, including its contract requirements.

## VII. Instructions to Submitting Entities

All submissions of proposals shall comply with the following instructions. These instructions ensure that (1) submissions contain the information and documents required by the City RFP and (2) the submissions have a degree of uniformity to facilitate evaluation.

### 7.1 General

Submission forms and RFP documentation may be obtained on or after September 29, 2020, at no charge from:

City of Knoxville Purchasing Division

City/County Building

400 Main Street, Room 667

Knoxville, Tennessee 37902

between 8:30 a.m. and 4:30 p.m. (Eastern Time), Monday through Friday or by calling 865/215-2070. Forms and RFP information are also available on the City web site at [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing) where it can be read or printed using Adobe Acrobat Reader software.

### 7.2 Submission Information

Option 1 - Electronic Submission Procedures. Electronic submissions shall be submitted online through the City's Procurement website. DO NOT EMAIL YOUR SUBMISSION. All proposers/bidders must register as a vendor in order to submit an electronic file.

Step One: Register as a City of Knoxville vendor (Vendors are encouraged to complete this step now to ensure seamless submission process prior to deadline.) To register as a vendor: Visit the website at [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing) Click the "Vendor Registration" tab; then "Click here to register as a City of Knoxville Vendor" Follow the prompts to complete online registration. Note: You will be asked for a PIN. This PIN will be emailed to you and may have been sent to your spam or junk folder.

**DO NOT WAIT UNTIL SUBMISSION DEADLINE TO REGISTER AS A VENDOR.** The electronic submission link will be disabled at 11:00:00 a.m. Eastern time. Vendors will not have the ability to submit any electronic files once the deadline has passed.

Step Two: Submit all materials electronically as one (1) file to City's Procurement website PRIOR to 11:00:00 a.m. (Eastern Time) on October 27, 2020. To submit electronic file:

Visit the procurement website at [www.knoxvilletn.gov/bids](http://www.knoxvilletn.gov/bids) Click "RFP - Multifunction Printers" Click "Submit Bid" (red button located at top of screen) Follow the prompts to upload and submit electronic file. Submit only one (1) submission file (see notes below if you must submit additional files) Files MUST be named as the firm's name followed by the title of the project. Example: ABC Company-Multifunction Printers.pdf Should you need to merge multiple documents into one PDF, please utilize Google to download a free software intended for merging pdf documents

Option 2 - Hard Copy Submission Procedures: Proposals shall include one original and one electronic copy of the proposal (.pdf format on CD or USB drive only—mark the storage device with the company name); the electronic version shall be an exact duplicate of the original, and the electronic version will be the official document exhibited in the contract. Electronic submissions must be included with the sealed submissions; do not email your submission.

**IMPORTANT NOTE: The original hard copy submitted proposal must bear an original signature, signed in ink (duplicated signatures substituted for original ink signatures may result in rejection of the proposals).** The signature must be entered above the typed or printed name and title of the signer. All proposals must be signed by an officer of the company authorized to bind the firm to a contract.

Proposals will be received until 11:00:00 a.m. (Eastern Time) on October 27, 2020. Each proposal must be submitted in a sealed envelope addressed to:

City of Knoxville Purchasing Division  
City/County Building  
400 Main Street, Room 667  
Knoxville, TN 37902

**IMPORTANT NOTE: Each mailing envelope or carton containing a proposal or multiple copies of the proposal must be sealed and plainly marked on the outside "RFP – Multifunction Printers."**

Proposers are reminded that the Purchasing Division receives many bids and proposals for any number of solicitations; **unlabeled submissions are extremely difficult to match to their appropriate solicitations and therefore may be rejected.**

Any proposals received after the time and date on the cover sheet will not be considered. It shall be the sole responsibility of the submitting entity to have the proposal delivered to the City of Knoxville Purchasing Division on or before that date.

Late proposals will not be considered. Proposals that arrive late due to the fault of United States Postal Service, United Parcel Service, DHL, FEDEX, any delivery/courier service, or any other carrier of any sort

are still considered late and shall not be accepted by the City. Such proposals shall remain unopened and will be returned to the submitting entity upon request.

### 7.3 **Format**

The City is committed to reducing waste. Submissions of qualifications must be typed on 8.5 x 11 inch wide white paper, printed on both sides. **DO NOT BIND** the document; instead, staple or binder clip the submission together and place in a sealed envelope (see Paragraph 7.2). Pages must be consecutively numbered. A table of contents must be included in the proposal immediately after the title page, and each of the following numbered sections must be tabbed.

Proposals shall be structured as follows. Numbered items listed below should have a numbered tab page:

1. Title Page
2. Table of Contents
3. Submission Forms:
  - A. Form S-1
  - B. Non-Collusion Affidavit
  - C. No Contact/No Advocacy Affidavit
  - D. Iran Divestment Act
  - E. Certification of Noninclusion
  - F. Diversity Business Enterprise Program
4. Body of Proposal: Information which submitting entity wishes to include in addition to detailed responses to the items listed in section
5. Scope of Service

NOTE: All required submission forms may be found in this solicitation document.

### 7.4 **Evaluation of Proposals**

All qualified submissions received by the deadline will be analyzed by the Evaluation Committee according to the criteria outlined in these specifications. Failure to comply with the provisions of the RFP may cause any proposal to be ineligible for evaluation. Each submittal of proposals will be initially analyzed and judged according to the evaluation criteria below. The maximum score is 100 points.

The City reserves full discretion to determine the capability of proposing entities. Proposers, if asked, will provide, in a timely manner, any and all information that the City deems necessary to make such a decision. In addition to materials provided in the written responses to this RFP, the Committee may request additional material, information, references, a site visit, or a live test demonstration from the submitting entity or others.

The Evaluation Committee may or may not decide to interview any or all proposing entities at a time and date determined by the City in order to address questions and more fully ascertain how the solution to this project satisfies the evaluation criteria. Firms and/or teams responding to this Request for Proposals shall be available for interviews with the Evaluation Committee. Discussions may be conducted with responsible submitting entities for purposes of clarification to assure full understanding of and conformance to the RFP requirements. Selection shall be based on the firms' qualifications applicable to the scope and nature of the services to be performed per this request for proposals. Determination of firms' qualifications shall be based on their written responses to this Request for Proposals and information presented to the Evaluation Committee during oral interviews, if any.

In addition to materials provided in the written responses to this Request for Proposals, the Committee may request additional material, information, or references from the submitting entity or others.

Provided it is in the best interest of the City of Knoxville, the firm or team determined to be the most responsive to the City of Knoxville, taking into consideration the evaluation factors set forth in this Request for Proposals, will be selected to begin contract negotiations. The firm or team selected will be notified at the earliest practical date and invited to submit more comprehensive information if necessary. If no satisfactory agreement can be reached with the "most responsive firm," the City may elect to negotiate with the next best and most responsive firm or team.

## VIII. Evaluation Criteria

An evaluation team, composed of representatives of the City, will evaluate proposals on a variety of quantitative and qualitative criteria. Upon receipt of proposals, the City will review to determine whether the proposal is acceptable or non-acceptable based on the criteria outlined below.

The criteria, and their associated weights, upon which the evaluation of the proposals will be based includes, but is not limited to, the following:

### **Technical Solution - 35 points**

1. Features, and functionalities of the specified solution, including a quantitative analysis of the offeror's response to the RFP (i.e., the number of requirements included in the base system, the number of requirements met through customization, and the number of requirements not provided)
2. The offeror's proposed process for auditing the departmental/division MFP needs
3. The offeror's process for providing upgrades to the system
4. Design, capability, and functionality of the proposed solution

### **Experience, Support Resources, and Implementation - 30 points**

1. The quality, relevance, and number of references
2. The level of service and responsiveness that the offeror commits to providing the City, with particular emphasis on repair and maintenance services
3. The amount and extent of user and technical support training

4. Level of assistance to be provided to the City by the offeror during the implementation process

**Costs - 35 points**

1. One-time costs: Although the low cost offeror may not necessarily be awarded the contract, costs are an important evaluation criterion
2. Maintenance and support costs beyond warranty period
3. Grand total cost of products, implementation/installation, training, overhead, and any and all costs associated with providing the "solution."



# SUBMISSION FORMS

**CITY OF KNOXVILLE**  
**REQUEST FOR PROPOSALS**  
***Multifunction Printers***

**Submission Form S-1**

**Proposals to be Received by 11:00:00 a.m., Eastern Time October 27, 2020 in Room 667-674,  
City/County Building; Knoxville, Tennessee.**

**IMPORTANT:** If mailed/hand delivered, proposals shall include one original hard copy and one electronic copy of the proposal (.pdf format on CD or USB drive only—**mark the storage device with the company name**); the electronic version shall be an exact duplicate of the original, and the electronic version will be the official document exhibited in the contract. **Electronic submissions must be included with the sealed submissions; do not email your submission.**

**Please complete the following:**

**Legal Name of Proposer:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**Fax Number:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**DUNS #:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Name and Title of Signer:** \_\_\_\_\_

**Note: Failure to use these response sheets may disqualify your submission.**

**NON-COLLUSION AFFIDAVIT**

State of \_\_\_\_\_

County of \_\_\_\_\_

\_\_\_\_\_, being first duly sworn, deposes and says that:

- (1) He/She is the \_\_\_\_\_ of \_\_\_\_\_, the firm that has submitted the attached Proposal;
- (2) He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
- (3) Such Proposal is genuine and is not a collusive or sham Proposal;
- (4) Neither the said firm nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other vendor, firm or person to submit collusive or sham proposal in connection with the contract or agreement for which the attached Proposal has been submitted or to refrain from making a proposal in connection with such contract or agreement, or collusion or communication or conference with any other firm, or, to fix any overhead, profit, or cost element of the proposal price or the proposal price of any other firm, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against the City of Knoxville or any person interested in the proposed contract or agreement; and
- (5) The proposal of service outlined in the Proposal is fair and proper and is not tainted by collusion, conspiracy, connivance, or unlawful agreement on the part of the firm or any of its agents, representatives, owners, employees, or parties including this affiant.

(Signed): \_\_\_\_\_

Title: \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_

NOTARY PUBLIC

My Commission expires \_\_\_\_\_

No Contact/No Advocacy Affidavit

State of \_\_\_\_\_

County of \_\_\_\_\_

\_\_\_\_\_, being first duly sworn, deposes and says that:

(1) He/She is the owner, partner, officer, representative, or agent of \_\_\_\_\_  
\_\_\_\_\_, the Proposer that has submitted the attached Proposal;

(2) The Proposer \_\_\_\_\_ swears or affirms that he/she will abide by the following "No Contact" and "No Advocacy" clauses:

a) **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any proposer with any City of Knoxville representative concerning this proposal is strictly prohibited, unless such contact is made with the Assistant Purchasing Agent (James McKeehan). Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction.

b) **NO ADVOCATING POLICY:** To ensure the integrity of the review and evaluation process, companies and/or individuals submitting proposals for any part of this project, as well as those persons and/or companies representing such proposers, may not lobby or advocate to the City of Knoxville staff including, but not limited to, members of City Council, Office of the Mayor, Information Systems Department, 311 Center Office, or any other City staff.

**Any company and/or individual who does not comply with the above stated "No Contact" and "No Advocating" policies may be subject to having their proposal rejected from consideration.**

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 2\_\_\_\_\_.

My commission expires: \_\_\_\_\_

## IRAN DIVESTMENT ACT

### Certification of Noninclusion

**NOTICE:** Pursuant to the Iran Divestment Act, Tenn. Code Ann. § 12-12-106 requires the State of Tennessee Chief Procurement Officer to publish, using creditable information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105. Inclusion on this list makes a person ineligible to contract with the state of Tennessee; if a person ceases its engagement in investment activities in Iran, it may be removed from the list. A list of entities ineligible to contract in the State of Tennessee Department of General Services or any political subdivision of the State may be found here:

[https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List\\_of\\_persons\\_pursuant\\_to\\_Tenn. Code Ann. 12-12-106 Iran Divestment Act updated 7.7.17.pdf](https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106_Iran_Divestment_Act_updated_7.7.17.pdf)

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. § 12-12-106.

Vendor Name (Printed)	Address
By (Authorized Signature)	Date Executed
Printed Name and Title of Person Signing	

#### NOTARY PUBLIC:

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

My commission expires: \_\_\_\_\_

# DIVERSITY BUSINESS ENTERPRISE (DBE) PROGRAM

The City of Knoxville strongly encourages prime contractors to employ diverse businesses in the fulfillment of contracts/projects for the City of Knoxville.

The City of Knoxville's Fiscal Year 2020 goal is to conduct 4.82% of its business with minority-owned businesses, 10.73% of its business with woman-owned businesses, and 33.94% with small businesses.

While the City cannot engage (pursuant to state law) in preferential bidding practices, the City does **strongly encourage** prime contractors to seek out and hire diverse businesses in order to help the City meet its goals as stated above. As such, the City encourages prime contractors to seek out and consider competitive sub-bids and quotations from diverse businesses.

For DBE tracking purposes, the City requests that prime contractors who are bidding, proposing, or submitting statements of qualifications record whether or not they plan to employ DBE's as sub-contractors or consultants. With that in mind, please fill out, sign and submit (with your bid/proposal) the following sub-contractor/consultant statement.

## CITY OF KNOXVILLE DIVERSITY BUSINESS DEFINITIONS

Diversity Business Enterprise (DBE's) are minority-owned (MOB), women-owned (WOB), service-disabled veteran-owned (SDVO), and small businesses (SB), who are impeded from normal entry into the economic mainstream because of past practices of discrimination based on race or ethnic background. These persons must own at least 51% of the entity and operate or control the business on a daily basis.

Minority: A person who is a citizen or lawful admitted permanent resident of the United States and who is a member of one (1) of the following groups:

- a. African American, persons having origins in any of the Black racial groups of Africa;
- b. Hispanic American, persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race;
- c. Native American, persons who have origin in any of the original peoples of North America ;
- d. Asian American, person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands.

Minority-owned business (MOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more minority individuals.

Woman-owned business (WOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more women.

Service Disabled Veteran-owned business (SDOV) is a continuing, independent, for profit business that performs a commercially useful function, owned by any person who served honorably on active duty in the armed forces of the United States with at least a twenty percent (20%) disability that is service connected. Meaning such disability was incurred or aggravated in the line of duty in the active military, naval or air service, and is at least fifty-one percent (51%) owned and controlled by one (1) or more service disabled veteran.

Small Business (SB) is a continuing, independent, for profit business which performs a commercially useful function and has total gross receipts of not more than ten million dollars (\$10,000,000) average over a three-year period or employs no more than ninety-nine (99) persons on a full-time basis.

## Subcontractor/Consultant Statement

(TO BE SUBMITTED IN THE BID/PROPOSAL ENVELOPE)

We \_\_\_\_\_ do certify that on the  
 \_\_\_\_\_  
 (Bidder/Proposer Company Name)

\_\_\_\_\_ (Project Name)

\$ \_\_\_\_\_  
 (Amount of Bid)

**Please select one:**

**Option A: Intent to subcontract using Diverse Businesses**

A Diversity business will be employed as subcontractor(s), vendor(s), supplier(s), or professional service(s). The estimated **dollar value** of the amount that we plan to pay is:

\$ \_\_\_\_\_.

Estimated Amount of Subcontracted Service

Diversity Business Enterprise Utilization			
Description of Work/Project	Amount	Diverse Classification (MOB, WOB, SB, SDOV)	Name of Diverse Business

**Option B: Intent to perform work "without" using Diverse Businesses**

We hereby certify that it is our intent to perform 100 % of the work required for the contract, work will be completed without subcontracting, or we plan to subcontract with non-Diverse companies.

DATE: \_\_\_\_\_ COMPANY NAME: \_\_\_\_\_

SUBMITTED BY: \_\_\_\_\_ TITLE: \_\_\_\_\_  
 (Authorized Representative)

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP CODE: \_\_\_\_\_

TELEPHONE NO: \_\_\_\_\_