



1200 ARLINGTON STREET – GREENSBORO, NC 27406

Digital Copier Equipment and Service Program

RFP #140-18

PROPOSAL TIMELINES

May 15, 2018	Release of Proposals
June 4, 2018	3:00 p.m. Pre-Bid Conference – Recommended Attendance Andrew Street Conference Room Guilford Child Development Central Office 1200 Arlington St., Greensboro, NC 27406
June 27, 2018	3:00 p.m. Deadline for Submission of Proposals
July 9, 2018	Award of Contract by Guilford Child Development

GUILFORD CHILD DEVELOPMENT

REQUEST FOR PROPOSAL #140-18

FOR

DIGITAL COPIER EQUIPMENT AND SERVICE PROGRAM

PROPOSALS WILL NOT BE OPENED AND READ PUBLICLY

Guilford Child Development (GCD), a 501(c)3 nonprofit organization and Head Start Grantee for Guilford County is soliciting written proposals from qualified firms for the implementation of a Digital Copier Equipment & Service Program. Price will be the most heavily weighted factor although other factors will be taken into consideration; GCD is eligible for North Carolina State Contract pricing. This contract is expected to yield maximum service and uptime of the proposed equipment solution.

The project scope, content of proposal and vendor selection process is summarized in the attached RFP. **Proposal must be received no later than 3:00 p.m. on June 27, 2018.** All responses must be in a sealed envelope and be identified as “**Copier Equipment & Service Program RFP-140-18**” clearly marked on the outer most mailing envelope. Please submit one original and two (2) copies of the proposal as follows:

Guilford Child Development
Attention: Sherry Murr
Director of Procurement
1200 Arlington St.
Greensboro, NC 27406

Proposals will not be accepted after the date and time stated above. Incomplete proposals or proposals that do not conform to the requirements specified herein will not be considered. Issuance of the RFP does not obligate GCD to award a contract nor is GCD liable for any costs incurred by the proposer in the preparation and submittal of proposals for the subject work. GCD retains the right to award all or parts of this contract to one bidder, to not select any bidders, and/or to re-solicit proposals. The act of submitting a proposal is a declaration that the proposer has read the RFP and understands all of the requirements and conditions.

Failure to submit information in accordance with the RFP requirements and procedures will be cause for disqualification.

OVERVIEW

GCD is seeking a total of 25 digital copiers, nine (9) of which will be located at the Central Administrative Office, 1200 Arlington St., Greensboro, NC. The remaining sixteen (16) will be located at various Head Start locations in Greensboro and High Point, NC. **Please see Attachment A for specific locations, number of copiers at each location, annual estimated copies for each location, requirements and functionality of each machine.**

PROVISIONS TO BE INCLUDED:

1. Deployment of Equipment. A project schedule is required detailing the deployment and installation of the equipment. The schedule shall include coordinating removal of existing equipment, projected installation and networking time for each location of new equipment and any required assistance from GCD IT staff.
2. Network Installation. Successful bidder shall coordinate with GCD's IT Director on network installation of copiers, print driver installs and training of IT staff on the network. It is imperative GCD's remote locations are networked to the central office allowing scanned documents to be housed and retrieved from one central location. The successful bidder shall be prepared to assist GCD's IT department in connecting and implementing the integration of remote locations to the network to the satisfaction of GCD. This shall be accomplished within thirty (30) days of signing the lease agreement. Drivers to be supplied two weeks prior to install of units, systematic roll out must be established in coordination with our IT staff.
3. Per Copy Cost. The bid shall detail the per copy costs for black-and-white copies and color copies. The bid shall provide complete and concise information regarding all costs associated with the program and must include, but not limited to, cost per copy (color copies and black-and-white copies), allowance for unusable copies, life cycle cost analysis, upgrade/downsize options and costs. **Breakdown is to include all costs. The successful proposer will bear the burden of any and all undisclosed costs.**
4. Cost of Maintenance Service Agreement. The service agreement shall be quoted at a monthly rate by copier under a separate invoice from the usage (number of copies made). Bidders shall provide a maintenance schedule to include drum kit replacements, cleaning, etc. Bidders shall detail in the maintenance agreement to include any options and exclusions. (i.e. parts, labor, travel time, toner/ink, staples, etc.)
5. Training. Successful bidder shall provide sufficient training to allow GCD employees to receive full benefit of copier/printer functionality. GCD will identify power users for each location; the power users shall receive training on troubleshooting the equipment.
6. Service to Remote Locations. Successful bidder shall provide service to GCD's remote locations and such service shall be as prompt as services provided to GCD's central office.
7. Central Office and Classroom Connection. Successful bidder shall assist in connecting all computers (including classrooms, family advocate and administrative computers) to a

copier in all child development centers and shall connect all Central Office computers to copiers as identified by GCD.

8. Consolidated Billing. Successful bidder shall provide GCD with itemized consolidated billing on a monthly basis. The invoice shall identify the copier, physical address of the copier and cost per copier. In the event a copier is relocated, the invoice must be updated to reflect the new location of the copier.
9. Requesting Service and Supplies. GCD requires the options to call in or request on-line service and supplies. Administrative personnel at each location shall have access to request service and supplies for all locations. Training shall be provided regarding the website to include on-line ordering and service requests.
10. Voltage Verification. The successful bidder shall verify proper voltage at the electrical outlets where the copiers are to be located.
11. Pooling of Copiers. All copies from successful bidder operated by GCD shall be pooled and billed a single rate.
12. Surge Protectors. Successful bidder shall provide, at no cost to GCD, surge protectors for all copiers covered under the lease agreement meeting or exceeding manufacturer's requirements.
13. Software Upgrades. Successful bidder shall bear the cost, if any, of software upgrades by the manufacturers for the duration of this contract.
14. Service Technician Copies. Copies made by service technicians in servicing equipment shall be credited against GCD's customer's monthly volume usage total and shall be reflected on GCD's monthly billing and not charged to GCD.
15. Equipment. All equipment shall be new, from the same manufacturer, carrying a minimum one year warranty on all parts, equipment and labor. No reconditioned equipment shall be installed at any GCD location. All machines must meet or exceed the specifications. Interested vendors must have documented qualifications/specifications on each piece of equipment.
16. Insurance Requirement. The successful bidder shall provide insurance certificates and other required documentation within fifteen (15) calendar days of notification of selection.
17. GCD's IT Department shall be contacted prior to system changes that would impact or change the configuration or networking of the unit. i.e. replace hard drive. Vendor shall verify connectivity to the network and on-site computers prior to leaving the site including test printing from one computer.
18. All units shall be capable of being managed remotely via the network.

19. REQUIREMENTS

Interested parties shall provide the following information as a minimum, with your Statement of Qualifications:

1. Cover Letter. A letter describing the firm's interest and commitment to providing the required services to develop the scope of work and implement the project. The person authorized by the firm to negotiate a contract with GCD shall sign the cover letter.
2. Contact Person. The name of a single contact person for the selection process if different from the person who signs the cover. Include phone number, email and address.
3. Location. An address of the office where the project manager will reside.
4. Service Agreement. Proposals must contain the firm or individual's proposed Agreement for Services. GCD reserves the right to obtain legal review of the Agreement and make changes to meet legal requirements, or as otherwise desired.
5. Experience. A description with examples demonstrating the depth of knowledge and direct experience your firm has in employing the steps necessary to develop the design and implementation plan for the project. Copies of any degree, certification or credential being claimed by an individual or firm as evidence of qualification must be provided. Prospective firms and individuals hereby consent, by virtue of submission of a proposal, to GCD verifying the validity of any qualification, as it may deem necessary. Resumes for individuals whose qualifications or experience are cited as evidence of a firm's qualifications must be included.
6. References. Provide a minimum of three (3) references of projects that have been similar in scope and budget within the last five (5) years. The three references must include contact name and phone number, a description of the project and dollar amount of each project.

SCOPE OF SERVICES

Price Schedule

1. Prices proposed by vendors should be submitted on a price schedule. Prices submitted shall be firm for the term of the contract.

Deliverables

2. The deliverables listed in this section are the minimum desired from the successful vendor. Every vendor should describe what deliverables will be provided per their proposal, and how the proposed deliverables will be provided.

Equipment Requirements

3. Customer seeks to implement digital technology via single platform, network based units capable of performing copying, printing, faxing and scanning concurrently to insure optimum output efficiency.
 - Maintain a consistent physical platform facilitating ease of use and implementation
 - Built-in document storage
 - Proposed equipment must have a common, user-friendly interface
 - Devices must log copy/print usage
 - Vendor must attach literature for each equipment model
 - Allow for absolute network integrity and security via proximity login, password protection or network login restricting access to the device as well as the network
 - Option 1: proximity print utilizing existing GCD HID system. Winning bidder to implement and verify proximity print is working correctly;
 - Option 2: proximity print utilizing proximity card provided by vendor

- Require no additional PC workstation to facilitate any scan or e-mail functionality
 - Scan new jobs while the device is network printing or copying without network interruption
 - Scan to desktop, e-mail, network repository, or workflow applications
 - Provide for the storage of all network community e-mail addresses to reside at the device, retrievable and editable only by an authorized network administrator for updating and revision
 - Allow for direct communication and workflow integration with print shop job queues
 - Allow network users to access GCD mail server via authorized network login and password
 - Enable end users to easily replace consumable components including:
 - Toner
 - Staples
 - Paper
4. Must have integrated copy/scan/print queue status at device at PC
 5. Must be a multi-function copier and network printer with the proven ability to do both functions concurrently
 6. Hole punch on designated machines
 7. Stapling
 8. Optional Capabilities
 - OCR capability on designated machines
 - Scan to desktop file
 - Scan to Network File
 - Proximity Print (see Item 3)

On designated machines, GCD I requesting capability and what, if any, additional costs may be incurred with each of these options. These new features are highlighted on Attachment A – RFP-140-18 with the new features and a separate column for any additional costs.

EVALUATION FACTORS FOR AWARD

Any award to be made pursuant to this Request for Proposal shall be based upon the proposal with appropriate consideration given to operational, technical, cost and management requirements. Evaluations of offers shall be based upon the contractor’s responsiveness to the Request for Proposal and the total price quoted for all the items covered by the Request for Proposal.

The following elements shall be the primary considerations in evaluating all submitted proposals and in the selection of a Contractor:

1. Overall cost of the contractor’s proposal.
2. Evaluation of references.
3. Completion of all required responses in the correct format including the separate Worksheet entitled “Appendix A”.
4. The extent to which the contractor’s proposed solution fulfills GCD’s stated requirements as set out in this Request for Proposal.

5. An assessment of the contractor’s ability to deliver the indicated service in accordance with the specifications set out in this Request for Proposal.
6. The contractor’s stability, experiences and record of past performance in delivering such services.
7. Contractor’s acceptance of GCD’s contractual terms and conditions.

SECTION 2

PROPOSER’S SPECIAL INSTRUCTIONS

A. PROPOSAL TIMELINES

May 15, 2018	Release of Proposals
June 4, 2018	3:00 p.m. Pre-Bid Conference Recommended Attendance Andrew St. Conference Room Guilford Child Development Central Office 1200 Arlington St., Greensboro, NC 27406
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NOTE: Guilford Child Development reserves the right to modify this schedule in its sole discretion. Proper notification of changes in the proposal will be made to all interested parties.

B. GENERAL

By submitting a proposal, the Proposer certifies that the Proposal has been arrived at independently and has been submitted without any collusion designed to limit competition.

C. PROPOSAL SUBMITTAL

The proposal and all amendments must be signed and submitted no later than June 27, 2018 to the address below. Each proposal must be submitted in a sealed envelope and designated with **Proposal Number RFP 140-18**. To assure that your proposal receives priority treatment please address as follows:

Copier Lease
Proposal Number RFP 140-18
Guilford Child Development
Attention: Director of Procurement

1200 Arlington Street
Greensboro, North Carolina 27406

Due: June 27, 2018 at 3:00 p.m.

Proposer shall put their name and address on the outside of the envelope. It is the Proposer's responsibility to ensure that proposals are received prior to the stated closing time. Guilford Child Development shall not be responsible for the proper identification and handling of any proposals submitted incorrectly. Late proposals, late modifications or late withdrawals shall not be accepted after the stated bid closing date and time and shall be returned unopened. Facsimile and electronic (email) proposals will not be accepted.

D. PROTEST OF SCOPE OF WORK OR TERMS

A proposer who believes any details in the scope of work or terms detailed in the proposal packet are unnecessarily restrictive or limit competition may submit a protest in writing to the Director of Procurement. A protest may be submitted via facsimile. Any such protest shall include the reasons for the protest and shall detail any proposed changes to the scope of work or terms. The Director of Procurement or the Director of IT shall respond to any protest and, if necessary, shall issue any appropriate revisions, substitutions, or clarification via addenda to all interested Proposers.

To be considered, protests must be received at least ten (10) days before the proposal closing date. Guilford Child Development shall not consider any protest against award due to the content of proposal scope of work or contract terms submitted after the established protest deadline. All protests should be directed to the Director of Procurement and be marked as follows:

RFP Specification/Term Protest
RFP 140-18 Copier Lease
Guilford Child Development
Director of Procurement
1200 Arlington Street
Greensboro, North Carolina 27406

If a protest is received in accordance with section above, the proposal opening date may be extended if necessary to allow consideration of the protest and issuance of any necessary addenda to the proposal documents.

E. PROPOSAL SUBMISSION AND SIGNING

All requested forms and attachments (Acknowledgement Addendum, Statement of Proposal, etc) must be submitted with the Proposal and in the required format. The submission of a signed proposal shall indicate the intention of the firm to adhere to the provisions described in this RFP.

F. COST OF PREPARING A PROPOSAL

The RFP does not commit Guilford Child Development to paying any costs incurred by the Proposer in the submission or presentation of a proposal, or in making the necessary studies for the preparation thereof. All such costs shall be borne by the Proposer.

G. INTERPRETATIONS AND ADDENDA

All questions regarding this project proposal shall be directed to the Director of Procurement. If necessary, interpretations or clarifications in response to such questions will be made by issuance of an "Addendum" to all prospective Proposers within a reasonable time prior to proposal closing.

Any Addendum issued, as a result of any change in the RFP, must be acknowledged by submitting the "Acknowledgment of Addendum" with proposal. **Only questions answered by formal written addenda will be binding.** Oral and other interpretations or clarifications will be without legal effect.

H. FEDERAL TAX ID REQUIRED

Upon award of proposal Guilford Child Development requires contractor to complete a W-9 form.

I. STATE/FEDERAL NONCOMPLIANCE NOTICE

The contractor shall comply with all laws, rules and regulations of any Federal, State, County, or City government, bureau or department applicable to the operations of GCD.

J. PROPOSAL VALIDITY PERIOD

Each proposal shall be irrevocable for a period of sixty (60) days from the Proposal Opening Date.

K. FORM OF CONTRACT

The contract will incorporate the terms and conditions from this RFP document and the successful proposer's response documents. **Firms taking exception to any of the contract terms shall submit a protest or request for change in accordance with Section 2.D. "Protest of Scope of Work or Terms" or their exceptions will be deemed waived.**

L. TERM OF CONTRACT

The term of the contract shall be a period from July 9, 2018 through June 30, 2022.

M. TERMINATION

The contract may be terminated by mutual consent of both parties or by Guilford Child Development at its discretion with a 30 day written notice.

N. NON-COLLUSION

Proposer certifies that this proposal had been arrived at independently and has been submitted without collusion designed to limit independent bidding or competition.

O. PUBLIC RECORD

All material or documentation submitted by bidder shall become the property of Guilford Child Development and is public record unless otherwise specified. A bid that contains any

information that is considered trade secret should be segregated and clearly identified as such. This information will be kept confidential shall and not be disclosed except in accordance with the North Carolina Public Records Law. The above restrictions may not include cost or price information, which must be open to the public.

P. CONTRACT AWARD

If a contract is to be awarded as a result of this Request for Proposal, it shall be awarded to proponent who is responsible and whose proposal provides the best potential value to GCD. Responsible means the capability in all respects to perform fully the contract requirements and the integrity and reliability to assure performance of the contract obligations. Notice in writing to a proponent and subsequent execution of a written agreement shall constitute the making of a contract. No proponent shall acquire any legal or equitable rights or privileges whatever until the contract is signed.

Q. PROVISIONS

The contract shall contain the relevant provisions of this Request for Proposal and of the successful proposal, as well as such other terms as may be mutually agreed upon, whether arising from the proposal or as a result of any negotiations prior or subsequent thereto. In the event of any inconsistency between this Request for Proposal and the ensuing contract, the contract shall govern.

R. CANCELLATION

GCD has the right to cancel this Request for Proposal at any time and to reissue it for any reason whatsoever without incurring any liability and no proponent shall have any claim against GCD as a consequence.

S. REVIEW

GCD reserves the exclusive right to determine the qualitative aspects of all proposals relative to the evaluation criteria. The proposal and accompanying documentation submitted by the proponents are the property of GCD and shall not be returned.

Any additional addenda shall be provided under separate cover requiring a signature of acknowledgement.