



REQUEST FOR PROPOSALS

DIGITAL MULTI-FUNCTION COPIER LEASE & MAINTENANCE SERVICES

Issued: November 16, 2021

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Attachment: Existing Equipment Configuration and Usage Information



RFP#2021-017 Digital Multi-Function Copier Lease & Maintenance Services

Section I Summary and General Information

Summary

Inspire Development Centers (IDC) is soliciting written proposals from qualified firms to secure a operational lease or rental agreement for **Multiple Color Digital Copy Machines & Maintenance Services**, based on a Cost per Copy pricing, wherein the successful bidder supplies the equipment, installation, setup, training, parts and repairs, ALL consumables (except paper) for a term of four (4) years. The successful bidder will be responsible for the return of IDC's existing copy machines equipment, as per the terms and conditions of the equipment lease, existing equipment schedule attached. IDC is a Federal and State funded non-profit organization providing comprehensive early care, education, and family services to young children and their families in several counties throughout the state of Washington. Proposed leases and/or agreements must include termination for non-appropriation of funds clause.

Contact Person

Purchasing Department

Inspire Development Centers, 105 South 6th Street, Suite B, Sunnyside, WA 98944

Telephone: (509) 837-2225 extension 70829 Fax: (509) 839-8688

Email: Procurement@inspirecenters.org

Any inquiries or requests regarding this procurement **MUST** be submitted to the Procurement Department in writing, **preferably** via email.

Proposal Deadline

All proposals will be noted and stamped by time and date of submission. All vendors responding to this solicitation shall have until **4:00 PM PACIFIC STANDARD TIME ON TUESDAY, DECEMBER 14, 2021** to submit a fully completed proposal package. Proposals received after this deadline will not be accepted.

General Information

This procurement will be conducted in accordance with the Inspire Development Center's (IDC) Procurement Policies and Procedures, 45 CFR Part 74 and applicable grant regulations. The proposals will be kept confidential. IDC is a private non-profit organization which adheres to its internal control policies and procedures. **It is not the practice of IDC to disclose proposals submitted in response to requests which may or may not infringe upon confidential business practices of individual businesses.**

Important Dates

RFP Post Date	11/16/2021
Deadline to Submit Questions	12/08/2021
RFP Response Due Date	12/14/2021 4PM PST
Award Announcement (reasonable estimation)	1/14/2022
Implementation Period (reasonable estimation)	3/01/2022

Question Submittal

Questions and inquiries **MUST** be submitted in written format and submitted via standard mail, or electronically to procurement@inspire-centers.org.



RFP#2021-017 Digital Multi-Function Copier Lease & Maintenance Services

Section II Scope of Services

A. Important Proposal Facts

1. IDC wishes to enter into a new operating equipment lease or rental agreement for replacement copiers with similar or better capabilities as the copiers being replaced. Service is a key component in this RFP and the successful bidder must provide excellent service with minimum impact or disruption to IDC business performance. The proposals will be evaluated based on the criteria set forth in the Scope of Services. As needs change, IDC reserves the right to modify the final order.
2. Inspire Development Centers is not a tax exempt agency, however proposed pricing should NOT include Sales Tax.
3. All prices shall be F.O.B. Destination.
4. Inspire Development Centers locations are **exempt** from Personal Property Taxes, DOR Exemption Determinations can be provided.
5. As a Non-Profit providing Educational Services, IDC qualifies, and is a member of, the following Purchasing Cooperatives; Omnia, NASPO, Sourcewell and Washington State Department of Enterprise Services.
6. Proposed operational leases must include termination for non-appropriation of funds clause.
7. All extraneous fees are to be clearly labeled as such and not included in the base proposal.
8. Proposal and product literature shall provide information sufficient to determine equipment and services meet minimum specifications.
9. Drivers and service personnel will be required to act in a professional manner while on IDC property. Service personnel will be required to be dressed in a clean industry standard or company uniform.
10. Vendors shall comply with all local, state and federal laws, rules and regulations applicable to the work. All work will be accomplished in conformance with Occupational Safety and Health Administration (OSHA) safety requirements, federal and state Clean Air and any additional federal, state, or local requirements.

B. Equipment and Service Specifications

IDC intent is to enter into a four (4) year operating lease or monthly rental agreement for Color Digital Copy Machines on a Cost per Copy Maintenance Program to commence on or around March 1, 2022. Quality standards of equipment proposed are to match or exceed current equipment leased by IDC. Proposed equipment should consider the best product solution based on the usage/volumes provided on attached equipment listing.

1. IDC desires an all-inclusive agreement which shall include;
 - a. New equipment, delivery, installation, setup
 - b. All operating components and supplies, except paper
 - c. Maintenance, to include parts and labor
 - d. User Training, at each equipment location
2. Cost per Copy Maintenance Program.
3. Operating Lease or Rental Agreement: It is the intent of IDC to enter into a four (4) year operating lease or four (4) rental agreement. IDC cannot commit funds for future years. The intent is to award the initial for a term of four (4) years with an option to extend the term on a month to month basis. Should funds not be available to continue the contract, IDC will notify the successful bidder in writing thirty (30) days prior to cancellation of the contract. IDC reserves the right to immediately terminate the contract for cause.

4. Return of Existing Equipment: IDC will coordinate with current vendor to return the existing equipment.
5. Minimum Equipment Specifications: All Equipment shall be new and copies offered must meet or exceed the capabilities of the current equipment and produce clear, clean copies of typical IDC documents on a routine basis. The equipment must also be “user friendly” with an uncomplicated keyboard and the ability to have minor paper jams easily cleared by the everyday user. Capability to program separate Department Codes, IDC currently uses approximately ten (10) different departments.
6. Minimum Automated Meter Collection Software: Software must be capable of remote collection of monthly meters, by department to allow IDC to easily allocate monthly invoices prior to remitting payment. Allow IDC to set either global or individual preferences, department codes, and settings. User friendly reporting to capture and analyze usage data.
7. IDC reserves the right to require any bidder submitting a proposal to demonstrate the brands and models offered. This demonstration will occur at a mutually agreed upon place. The purpose of this demonstration will be to determine if the equipment offered meet the needs of IDC and to examine copier features, copy quality, its ease of use and its ability to copy typical IDC documents.
8. Technical Service/Maintenance: The successful proposer will provide prompt maintenance (both preventative and remedial) during business hours (Monday – Friday, 8:00 AM to 5:00 PM PST), and provide both initial and continuous operator training. The cost of the foregoing services shall be included in the unit price per copy.
 - a. Services will be performed by equipment certified technicians only.
 - b. Maximum service time for on-site maintenance shall not exceed twenty-four (24) hours from the time the service call request was made.
 - c. Guarantee uptime of 95% or better (from the time on-site maintenance, operator training, or toner/supply replacement. Uptime is to be calculated for any 90 day period. Machines failing to maintain 95% uptime will be removed at no cost to IDC and replace by the successful bidder with an identical model, or one with comparable features and capabilities that meets or exceeds the current level of equipment.
9. Delivery and installation:
 - a. Vendor’s proposal must include delivery, complete setup/configuration of equipment and removal of all packaging materials.
 - b. Delivery of equipment shall include toner, new developer, and a full staple set.
 - c. Vendors must provide a proposed delivery schedule, based on the timeframe provided and locations identified on attached existing equipment schedule.
 - d. Vendor shall promptly replace unacceptable equipment.
 - e. Vendor shall provide a letter of guarantee for each piece of equipment installed. The letter shall clearly define the manufacturer’s warranty and remedies.
 - f. Vendors shall arrange onsite training for staff at each location upon installation.
10. Return of Equipment: Upon expiration or termination of the contract IDC shall return possession of the equipment to the successful bidder in the condition in which the equipment is required to be maintained according to the contract, normal wear and tear excepted. At its sole expense, successful bidder will remove and transport the equipment to the appropriate return location.

Section II Proposal Submittal Requirements

A. Company Background and Experience

1. Identify the name, title, and email address of the person authorized by the organization to contractually obligate the organization, negotiate on behalf of the organization, and to provide clarification to the proposal response using Cover Letter.
2. Provide company history and location information;
 - a. Experience with non-profits or comparable organizations
 - b. Location of the company headquarters and local offices

3. Provide experience and location of those employees proposed to service this contract, if awarded;
 - a. Regional and local sales representatives
 - b. Customer service staff
 - c. Administrative staff
 - d. Technical staff
4. Provide relevant financial information;
 - a. Annual sales, years in business
 - b. Insurance – Limits of Liability
5. Provide three (3) comparable customer references, to include;
 - a. Company name, address and phone number, contact person and title
 - b. Years in business with listed reference
6. Provide a detailed description of your company's Support Services to include but not limited to;
 - a. Remote Diagnostics and On-Site Service, include response times
 - b. Escalation Process, including loaner policy
 - c. Preventative Maintenance
 - d. Reporting, including monthly copy counts reporting for black and white and color copies, by User Account Code, provide a sample report and the process used to capture data.
 - e. Customer satisfaction policy and quality assurance program
7. Provide a description of other support services available to your customers and disclose any associated costs;
 - a. Sales and technical support for product evaluation
 - b. Management and budget tools
 - c. Identify if the following online services will be available;
 - i. Automated service requests and/or supply ordering
 - ii. Automated collection of copier meter readings for Accounting purposes
 - iii. Access to limit color copier

Section IV General Requirements

This procurement will be conducted in accordance with the Inspire Development Center's (IDC) Procurement Policies and Procedures, OMB Circulars and applicable grant regulations. The proposals will be kept confidential. Inspire is a private non-profit organization which adheres to its internal control policies and procedures. It is not the practice of INSPIRE to disclose bids/proposals submitted in response to requests which may or may not infringe upon confidential business practices of individual businesses.

1. Proposal Submission - Prospective contractors shall provide one (1) original and two (2) copies of the proposal and supporting documentation.
2. Proposal Award - Proposals will be evaluated and selected based on proposed equipment, automated copier meter collection software, services, experience/qualifications, and cost.
3. Preference (not priority) is given to the following types of contractors, providing this involves no sacrifice in quality, service, or price; Contractors who are historically underutilized (small, minority, and/or women owned business); Contractors, to the extent practical and economically feasible, that provide products and services that conserve natural resources, protect the environment and are energy efficient; Contractors, to the extent practical and economically feasible, that provide products and services dimensioned in the metric system.
4. Laws and Regulations - The prospective contractor must be licensed in the State and Community for which they are proposing to provide services. The prospective contractor is assumed to be familiar with all Federal, State, County and City laws, codes, and regulations which in any manner affect those engaged or employed in the work, or the materials and equipment used in the proposed services or which in any way affect the conduct of work, and no pleas of misunderstanding will be considered on account of ignorance thereof.
5. Interpretation of Proposal Documents - Prospective contractor's contemplating submitting proposals who are in doubt as to the true meaning of any part of the proposal documents, or find discrepancies in or omissions from this proposal document shall submit to IDC in a written request for an interpretation or correction thereof. Such requests shall be submitted and received not

later than seven (7) days prior to the date specified as the deadline to submit. Any interpretation or correction of the proposal documents will be made in writing by addendum duly posted on the Inspire website. Inspire will not be responsible for any other explanation or interpretation of the proposal documents.

6. Rejection of Proposals - IDC reserves the right to reject any proposal which omits any one or more items for which proposals are required; any proposal which omits prices; or any proposal, that in the opinion of Inspire Development Centers, does not meet the special requirements specified in this Request for Proposals. Inspire, at its sole discretion, reserves the right to reject any or all proposals at any time prior to the execution of a contract at no penalty.
7. Ownership of Proposal - All proposals and accompanying documentation become the property of IDC and will not be returned.

Section V Bid Supplemental Form

(Please return these fully executed pages. Failure to do so may disqualify your firm)

PART I: STATEMENT REGARDING EQUAL EMPLOYMENT OPPORTUNITY

We hereby certify that we have made a conscientious effort to comply with federal, state and local equal employment opportunity requirements in bidding this project and we will make the same efforts in fulfilling the requirements if awarded the Contract.

We further designate the following as the person who has been charged with the responsibility for securing compliance with and reporting progress on affirmative efforts.

Name: _____ Title: _____

Phone Number: _____

PART II: CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION

In submitting the proposal to do the work as outlined in the Contract Specifications, we hereby certify that we have not been suspended or in any way are excluded from Federal procurement actions by any Federal agency. We fully understand that, if information contrary to this certification subsequently becomes available, such evidence may be grounds for non-award or nullification of the Contract.

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, Participant's responsibilities.

Signed: _____ Date: _____

Title: _____ Firm: _____

Address: _____ City State & Zip: _____

PART III: BYRD ANTI-LOBBYING AMENDMENT CERTIFICATION

In accordance with federal regulations, contractor must submit certification that it will not and has not used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant or any other award covered by this amendment. Each must also disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award.

By signature below, our firm certifies that it is in full compliance of the Byrd Anti-Lobbying Amendment and further certifies that they do not contract with other firms or individuals who are in violation of this Amendment.

Signed: _____ Printed Name: _____

Title: _____ Firm: _____