EASTERSEALS
Request for Proposal for Copier/Printer/Scanner/Fax Equipment Maintenance

Easter Seals Metropolitan Chicago (ESMC) invites proposals for copiers and copier/printer maintenance.

ESMC must receive proposals (5 hard copies to the address below and one electronic copy via email to c.jackson@eastersealschicago.org) on or before 2pm on August 15, 2016, in a sealed envelope clearly marked “Copier/Printer Maintenance Proposal” addressed to:

    Chastity Jackson
    Purchasing Agent
    Easterseals
    1939 West 13th Street
    Chicago, IL 60608

ESMC reserves the right to reject any or all proposals or to waive any irregularities. No proposal may be withdrawn for a period of ninety (90) days after the date set for the opening of proposals.
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A. **Purpose:**

The purpose of soliciting proposals is to identify a provider for copiers and copier/printer maintenance for Easter Seals Metropolitan Chicago and its satellite sites for the next three years.

B. **Proposal Guideline**

1. **Request for Proposal**

   This RFP, evaluation of responses, and the award of any resultant contract shall be made in conformance with current competitive selection procedures as they relate to the procurement of professional services by ESMC. A proposal shall be an irrevocable offer for ninety (90) days after the date set for the opening of proposals, until accepted or rejected.

2. **Scope of Services**

   ESMC is soliciting proposals from Proposers who wish to provide the Leasing/Financing of copy equipment, along with accessories, maintenance, training and Managed Print Services to various facilities located within ESMC.

   All equipment shall be new and perform in accordance with the manufacturer’s specifications sheets. New equipment is defined as: the latest model of regular stock product and in production at the time of award, and equipment shall not be remanufactured, reconditioned, used in showroom demonstrations, or otherwise used. If additional equipment is needed within the office prior to the expiration of the contract, any new equipment will be provided at the existing contract price for the awarded category.

   Printer Maintenance/ Printer Requirements: Printer maintenance includes all maintenance kits, parts, labor, toner, and any other supplies, excluding paper. Printers may be replaced as part of your proposal; all printers proposed for replacement must meet or exceed the current configuration and specifications of the printer including any trays, sorters, envelope feeders, etc.

   Faxes should have address book and/or speed dial functionality. Email addresses setup via LDAP (GAL in AD). Scanner functions should include, scan to E-mail, scan to SMB, and TWAIN. The following scan formats should be supported, Single Tiff, Multi Tiff, PDF, and JPEG. Network interface cards should support no less than 10BASE-T/100BASE-TX/1000BASE-T.
Management, Reporting, and Software requirements: Management of copiers must be available via web interface on each copy machine or via a central console. Department codes are required on all machines. Every department code must be capable of being used universally on any machine in the facility and report to the central reporting software. The goal of this is to log activity on a department level throughout the organization. Any software used to accomplish this must be able to run with minimal operating requirements and not require separate hardware. If a database is used MS SQL is highly preferred but not required. **Necessary to have DB/SQL if vendor has a reporting function that we can access to run activity report by volume by site.**

Equipment Proposers Contractor shall include all peripheral equipment and installation needed to provide a turnkey system that meets all terms, conditions and specifications herein. All equipment must be the most current technology. Copy machines shall be new, in current production and part of the manufacturer's most current product line, with no used, refurbished, reprocessed or recovered parts. New is defined as newly assembled for first-time use with new components and wherein serial numbers, chassis, parts or any components have not been previously used.

Transformative – Easter Seals Metropolitan Chicago currently has a wide variety of Equipment installed (i.e. copiers, faxes, scanners, etc.) in its environment. Special consideration shall be given to solutions from Proposers that can enhance the existing Equipment and integrate any of that Equipment into their proposed solution.

Training: Initial and ongoing training is to be included in proposed costs. Proposers can base training costs on the following requirements: One “initial” training session for each department in which a machine will be placed. Additional training session costs should be presented in this proposal. Proposers may submit alternative training options in addition to these requirements. (i.e. group training scenario, web based, etc.)

3. **Proposal Due Date**

Proposals shall be submitted to:

    Chastity Jackson  
    Purchasing Agent  
    Easter Seals Metropolitan Chicago, Inc.  
    1939 West 13th Street  
    Chicago, IL 60608

On or before 2:00 p.m. on August 15, 2016. Please submit 5 hard copies and 1 electronic copy of the proposal (via email to cjackson@eastersealschicago.org) and any additional information you desire to include.

4. **Rejection of Proposals**

Easter Seals Metropolitan Chicago reserves the right to reject any and all proposals, or any or all items of any proposal, or waive any irregularities of any proposal.
5. **Award of Contract**

No contract awarded under this proposal shall be assigned except with express written approval of the Board of Directors. Any attempted assignment in violation of this provision shall be voidable at the option of the Board of Directors.

6. **Mandatory Documents**

This RFP requires the mandatory completion of the following enclosed documents:

a. Proposal Form
b. Statement of Qualifications

7. **Statement of Qualifications**

Copier/Printer Maintenance Vendors submitting proposals may furnish other information in addition to the required “Statement of Qualifications” form attached to this proposal. ESMC is interested in securing the services of a Copier/Printer Maintenance vendor which has demonstrated a high level of service experience with multiple satellite sites. Selection will be made based on an evaluation of all information supplied, including the Statement of Qualifications, and not solely on the basis of lowest price.

8. **Copier/Printer Maintenance Operations**

The operations environment for Copier/Printer Maintenance includes:

Delivery, installation, and pickup costs:

- Cost to remove expired lease machines and deliver them to a location designated by the leasing company.
- Cost for the delivery and installation of the new machines.
- Pick up and removal of the new machines after 60 months.

Printer needs and average usage by location:

- Please see Attachment A - Copier/Printer Needs/Usage (Excel)

Maintenance and operational costs:

- A 60 month managed print service that bundles toner, maintenance parts, and maintenance service for a cost per copy charge for B&W and color.
- Guaranteed replacement with like for like model if nonoperational within 60 months.
- Cost per copy charge with guaranteed pricing for 60 months.
- Charge only for what is used, no overage charges.
- No guaranteed minimum volume obligation.
- No guaranteed minimum dollar/cost obligation.
Monthly reporting and invoicing:
- Automated monthly reporting of volumes.
- A separate monthly invoice per site.

9. Analysis and Evaluation of Proposals

Proposals will be evaluated in accordance with the procedures contained in this section. During the evaluation, validation and selection process, ESMC may request answers to questions in writing. ESMC will select a short list of vendors for interview/presentation.

This section of the RFP describes the general procedures that will be utilized by ESMC during the evaluation and selection process. It is the intention of ESMC to select a vendor that is deemed to best satisfy the requirements of the RFP, taking into consideration all aspects of the RFP response, including experience, quality, and the cost of services.

a. Evaluation – ESMC staff will evaluate the proposals.

b. Cost factor – Cost will be a significant factor when all other evaluation criteria are relatively equal; however, relative experience with nonprofit and/or organizations with multiple locations is a major consideration.

c. Maintenance and Service— The contractor shall provide both remedial and preventative service for all units, and its cost should be included in the quoted monthly maintenance plan prices.

C. Proposal Form (Required)

Submitted herewith is our proposal to perform the maintenance and services for all Copier/Printer/Scanner/Fax equipment for the Easter Seals Metropolitan Chicago, Inc. (“ESMC”) and its subsidiary corporations for three years.

Having carefully examined the scope of services, requirements, and conditions affecting this Request for Proposal, the Proposer shall provide a Cost Proposal in which the Proposer will perform the services requested to include a detailed list of assumptions on which the Cost Proposal was based. Your proposal must identify any other pricing structures or cost. Please see example of Cost Proposal Sheet.

Firm's Name:

____________________________________________________________________________

Print Name:

____________________________________________________________________________

Signature:
D. **Statement of Qualifications**

Please describe, in detail, your plan for supporting this account, including, at a minimum, customer service capabilities, network support, on-site technical service and parts availability. Please include whether the service technicians assigned to this account are factory trained, whether or not they live in the Chicagoland area, and what your response time to service calls will be. Include the total number of technicians your company employs, and the number that would be dedicated to this account. What is the location of your primary parts warehouse? Discuss any other aspect of quality assurance and technical support.

1. Name of Firm:  __________________________________________________
2. Address:  __________________________________________________
3. Telephone No.: __________________________________________________
4. E-mail Address: __________________________________________________
5. Fax No:  __________________________________________________
6. Information on the size and organizational structure of the firm.
7. Name of Partner or Manager who will have primary responsibility for the account.
8. Name of personnel, with their classification, who will be assigned to account.
9. Please provide a minimum of three references, including contact information, of nonprofit organizations that the Audit Firm has audited within the last five years.
10. Additional comments regarding the vendor’s qualifications.

Name:  __________________________________________________
E. Other General Requirements

EQUAL EMPLOYMENT OPPORTUNITY

The bidder must be an Equal Opportunity Employer and comply with provisions stated in Section 12, “Equal Employment Opportunity” of the Agreement for Professional Audit Services.

ERRORS AND OMISSIONS

If a bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, they shall immediately notify the Agency of such error in writing and request clarification or modification of the document. Modifications will be made by addenda. Such clarification shall without divulging the sources of the request for same. Insofar as practicable, ESMC will give such notices to other interested parties, but ESMC shall not be responsible therefore.

If a bidder fails to notify ESMC prior to the date fixed for submission of bids of an error in the RFP known to them, or an error that reasonably should have been known to them, they shall bid at their own risk; and if they are awarded the contract, they shall not be entitled to additional compensation or time by reason of the error or its later correction.

The bidder should carefully examine the entire RFP and addenda thereto, and all related materials and data referenced in the RFP or otherwise available to them, and should become fully aware of the nature and location of the work, the quantities of the work and the conditions to be encountered in performing the work.

CONTACTS FOR INFORMATION

Bidders may email questions in writing to Chastity Jackson at cjackson@eastersealschicago.org. Responses along with the questions will be emailed to all parties who have been furnished an RFP.

Oral communications concerning the RFP shall not be binding on ESMC and shall in no way excuse the bidder of their obligations as set forth in this RFP.
F. Agreement for Copiers and Printer Maintenance

BIDDER AGREEMENT

In compliance with this request for proposal, the bidder will propose and agree to furnish all labor, materials, transportation, and services for the work described and specifications and for the items listed herein.

A bid is subject to acceptance at any time within ninety (90) days after opening of it, unless otherwise stipulated. Bids cannot be corrected, altered, signed or withdrawn after the due date.

BID SIGNEE

If the bidder is an individual or an individual doing business under a firm name, the bids must, in addition to the firm name, be signed by the individual; if the bidder is a partnership, the bid must be signed with the partnership name by one of the partners; if a corporation, with the name of the corporation by an officer authorized to execute a bids on behalf of the corporation.

BIDDER’S UNDERSTANDING

It is understood and agreed that the bidder has, by careful examination, satisfied themselves as to the nature and location of the work, the character, quality and quantity of the materials to be encountered, the character of equipment and facilities needed preliminary to and during the execution of the work, and general and local conditions, and all other matters which can in any way affect the work under this contract. No verbal agreement or conversation with any officer, agent or employee of the Agency, either before or after the execution of this contract, shall affect or modify any of the terms or obligations herein contained.

INTENT OF SPECIFICATIONS

All work that may be called for in the specifications shall be executed and furnished by the successful bidder, and should any work or materials be required which is not denoted in the specifications, either directly or indirectly but which is nevertheless necessary for the execution of the contract, the bidder is to understand the same to be implied and required, and shall perform all such work and furnish any such materials as fully as if it were particularly delineated or described.

EXTRA WORK

No bill or claim for extra work or materials shall be allowed or paid unless such extra work or the furnishing of such extra materials has been authorized in writing by ESMC.

DISPOSITION OF PROPOSALS

All materials submitted in response to this RFP will become the property of ESMC, and will be returned only at ESMC’s option and at the bidder’s expense.
An original copy shall be retained for official files and will become a public record after the date and time for Final Bid submission as specified. However, confidential financial information submitted in support of the requirement will be returned upon request.

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ATTACHMENT A

COPIER/PRINTER NEEDS/USAGE (EXCEL)