

ChildNet, Inc.

Request for Proposal

Multifunction Devices

CN 2014-01

Issued: March 16, 2015

Section I: General Requirements

ChildNet wishes to upgrade its copier services in its Broward County and Palm Beach County office locations. ChildNet is requesting proposals from qualified firms to provide multi-function devices as well as the maintenance of this equipment.

ChildNet currently operates 17 units (Broward – 10 & Palm Beach – 7) that provide electronic documentation services. The number of units does not necessarily have to be replicated but the level and capacity for these services must be maintained if not exceeded. See the Appendix for a summary table representing current capacities and unit locations.

Three (3) hard copies and one (1) email copy for a proposal must be received at ChildNet's office, located at 313 N. State Road 7, Plantation, FL 33317 by March 25, 2015. The proposal document should not exceed 25 pages, including attachments and appendices. ChildNet may request additional information or clarification from your firm during this evaluation process.

ChildNet will not reimburse responding vendors for any expenses incurred in preparing proposals in response to this request.

Inquiries concerning the Request for Proposal (RFP) and the subject of the Request for Proposals may be made to: Donna Skees, Assistant Vice President of Administration, dskees@childnet.us.

Section II: Specific Requirements

I. The technical requirements for all units should include:

1. Scan to Disk:
 - a. The unit must have the capability of scanning a document image – in both black & white and in color – and be able to send that binary file to a network disk drive of our choosing.
 - b. Scan formats must be industry standard and configurable to the preference of ChildNet
2. IP Printing
 - a. Unit must be recognizable and configurable on the ChildNet network as an IP printer
3. Printing
 - a. Unit must print in black & white
4. Copying
 - a. Unit must produce copies in black & white
5. Hardware Accessories
 - a. A finishing unit consisting of a hole puncher, stapler, and sorter.
6. Security/ Enhanced Lock Print Feature
 - a. Unit must have the capability to use an access card to utilize the unit

- b. Print jobs are only accessible via the access card
7. Energy Star Registration
 - a. All units proposed should be registered under the Energy Star program and comply with the associated standards.

II. Reporting Requirements

Usage reports of copy and print counts based on user and functional department for defined range of dates and times.

III. Maintenance Requirements

1. Monitoring
All units will be networked and will be monitored electronically for repair and toner/ink status.
2. Repairs
Vendor shall guarantee the availability of replacement parts, applicable accessories and equipment within four (4) hours of such report. If reposted defect(s) remains unresolved for a period of 48 hours or more, the vendor will provide ChildNet with a comparable loaner unit, including installation, at no charge.
3. Delivery
Vendor accepts the responsibility of removing and returning all existing copiers in ChildNet's possession that the vendor's units will replace. Vendor consents to conform to the return conditions as instructed in the existing copy contractor lease.

IV. Invoicing Requirements

The copiers should be individually cost itemized and should follow the specific grouping as provided to the vendor by ChildNet.

V. Buyout Requirement

The vendor that is awarded the lease contract will identify and offer to provide copier replacements and/or upgrades with required buying out of the ChildNet's existing copier financial obligations. Buyout of an existing copier lease must include the buyout of the related service/maintenance agreement if present. Vendor is responsible for returning the existing copiers to the leaseholder. Vendor must indemnify and hold ChildNet harmless from any further claims arising out of the existing lease(s), contract(s), or the buyout thereof.

Note: Two of the units in the existing copier fleet are currently under a financing agreement that expires in July 2016. The associated monthly lease payment is \$895.60.

Section III: Request for Proposal Response Instructions

Award of the contract resulting from this RFP will be based upon the most responsive Vendor whose offer will be the most advantageous to ChildNet in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

ChildNet reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,

- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for ChildNet's evaluation of the Vendor's proposal.

Vendor's proposal in response to this RFP will be incorporated into the final agreement between ChildNet and the selected Vendor(s).

The vendor may, of their own volition, visit ChildNet's offices for the purposes of proposal development. Should the vendor wish to do so please contact Donna Skees, AVP of Administration and prompt arrangements will be made to accommodate vendor visit(s).

Proposals should be prepared simply and economically, providing a straight-forward, concise description of proposer capabilities to satisfy the requirements of this request.

For your hardcopy submission, special bindings, colored displays, promotional materials, etc., are not desired. If using tabs please ensure each tab is labeled with more than simply a number or letter.

Emphasis should be placed on completeness, simplicity and clarity of content. All proposal responses must be in the following format:

1. Cover Letter
2. Table of Contents
3. Respondent Background
4. Proposed Scope of Service
5. Proposed Schedule of Implementation
6. References
7. Cost Proposal
8. Attachments

The desired information for each of these sections is described below.

1. Cover Letter

The cover letter should contain the name of the proposing respondent (and/or third party vendors), the address of the proposing officer (s), and the contact individual(s) authorized to answer technical, price, and contract questions. Contact information should include telephone number, fax number, mailing address, and email address. The cover letter must be signed by a person or persons authorized to bind the proposer(s).

2. Table of Contents

The contents of the proposal shall be included in an index at the beginning of the proposal and should include all contents and attachments.

3. Respondent Background

This section should include the full name and principal address of the respondent. Include the state in which the vendor is incorporated to operate and the date of incorporation if applicable.

ChildNet requests that proposing vendors provide the names of a designated account executive or relationship manager, as well as an alternate. The designated account executives must have the authority to make timely decisions in the normal course of business on their own. In addition,

describe the organization of any additional staff team which would service the account. Provide a listing of the entire proposed staff team, including name, title, and length of service with the vendor. Additional qualifications and experience on similar accounts may be included.

4. Proposed Scope of Service

Clearly and succinctly describe the scope of services to be provided. Please provide a table in MS-Excel format including:

1. Unit description and individualized (per unit) costs
2. Maintenance, servicing costs and service level details
3. Security: a full description of security, controlling interface and any network directory integration
4. Details as to your service levels, response times, number of technicians serving this area and problem reporting methodologies.
5. Costing/financing options
6. Technical specifications on the following:
 - a. Imaging/feeder speed
 - b. Printing speed
 - c. Copies/Output to schedule maintenance
7. Detailed and itemized pricing to include:
 - a. Monthly lease payment details
 - b. Total copies included (for maintenance, etc.)
 - c. Per copy charge for overages

5. Proposed Schedule of Implementation

Describe the conversion plan you would coordinate to ensure a smooth transition from the current provider. Discuss the implementation effort and lead time that would be required to establish the services requested in this RFP. Include the detailed steps involved and your proposed schedule for meeting each step.

6. References

Provide a list of client references of similar sized and/or municipal accounts which the proposer has served over the past two years and is currently serving. Provide no fewer than three references. Provide a contact person, telephone number, and email address for each reference customer.

7. Cost Proposal

All proposers must provide a “fully-loaded” cost per page with explicitly and clearly stated cost driver assumptions (equipment lease, maintenance, etc.). Proposers may present cost information in another format as well; however, proposers may be eliminated from consideration if the requested, simplified number is not communicated.

Section IV: Proposal Evaluation

Proposals will be evaluated by ChildNet staff. Evaluation will be based on criteria outlined herein which may be weighted by ChildNet in a manner it deems appropriate. All proposals will be evaluated using the same criteria and weighting. The criteria used will be:

1. Cost Proposal: Overall acquisition and monthly costs
2. Terms of Contract: Length of the contract and release options
3. Product performance parameters
4. Product service and maintenance levels

5. Product consumables

Section V: Schedule of Events

Event	Date
Request for Proposal Release Date	March 16, 2015
Proposal Due Date	March 25, 2015
Vendor Selection	March 30, 2015
Anticipated Delivery Date	April 17, 2015
Existing Copier Pick Up Date	April 27, 2015

Appendix: ChildNet’s Summary Table of Units and Locations

ChildNet's Summary Table of Units and Locations					
Location	Model/Unit Type	Functions	PPM	BW or Color	Average Volume
Plantation	MP7001	Print/Scan/Copy	70	BW	82,350
Plantation	MP7001	Print/Scan/Copy	70	BW	15,461
Plantation	MP7001	Print/Scan/Copy	70	BW	41,654
Plantation	MP7001	Print/Scan/Copy	70	BW	68,867
Plantation	MP7001	Print/Scan/Copy	70	BW	56,458
Plantation	MP7001	Print/Scan/Copy	70	BW	56,015
Plantation	MP7001	Print/Scan/Copy	70	BW	18,096
Plantation	MP7001	Print/Scan/Copy	70	BW	31,501
Courthouse	MP7001	Print/Scan/Copy	70	BW	39,333
Courthouse	MP3351	Print/Scan/Copy/Fax	33	BW	5,268
West Palm Beach	MP7502	Print/Scan/Copy/Fax	75	BW	25,755
West Palm Beach	MP5002	Print/Scan/Copy/Fax	50	BW	14,676
West Palm Beach	MP5002	Print/Scan/Copy/Fax	50	BW	36,131
West Palm Beach	MP5002	Print/Scan/Copy/Fax	50	BW	14,245
West Palm Beach	MP5002	Print/Scan/Copy/Fax	50	BW	16,458
West Palm Beach	MP5002	Print/Scan/Copy/Fax	50	BW	7,866
Belle Glade	MP4002	Print/Scan/Copy/Fax	40	BW	8,488

Locations

Plantation: 313 N. State Road 7, Plantation FL 33317 & 351 N. State Road 7, Plantation, FL 33317

Courthouse: 201 SE 6th St, Ft. Lauderdale, FL

West Palm Beach: 4100 Okeechobee Blvd, West Palm Beach, FL 33409

Belle Glade: 2990 North Main Street, Belle Glade, FL 33430