

REQUEST FOR PROPOSAL

ISSUED April 3, 2017

RFP No. 17-100

COPIER LEASE

IMPORTANT INFORMATION

Question and Answer Period

April 3, 2017 – April 14, 2017

Deadline for Submittal of Responses

May 1, 2017 at 5:00 PM EST

Each Respondent must submit one signed original response, marked "ORIGINAL;"
3 copies marked "COPY;" and one electronic copy (USB) or CD on or before
May 1, 2017 at 5:00 PM EST

All responses are to be submitted to the address and contact person listed below. **Please reference Section V. (A) for detailed instructions.**

**Edward Peachey, President & CEO
CareerSource Pinellas & CareerSource Tampa Bay
13805 58th St. N 2-140
Clearwater, Florida 33760**

Questions can be submitted by emailing CopierLeaseRFP@careersourcetampabay.com. The questions and answers will be posted on CareerSource Pinellas and CareerSource Tampa Bay's websites at <http://www.careersourcepinellas.com> and <http://careersourcetampabay.com> on April 18, 2017.

TABLE OF CONTENTS

	Page #
Section I. Introduction	2
Section II. Description of CareerSource Pinellas and CareerSource Tampa Bay	3
Section III. Purpose	3
Section IV. Services to Be Provided & Technical Requirements	4
Section V. General Conditions	8
Section VI. Criteria for Selection	11

CareerSource Pinellas and CareerSource Tampa Bay (hereafter known as CSPIN & CSTB) is requesting proposals to provide a workgroup and departmental printing, copying, scanning and fax solution to replace existing equipment. This initiative is part of CSPIN & CSTB strategy to improve the client's experience and streamline the service delivery model that includes an ongoing transition to our Electronic Data Management System (EDMS).

I. INTRODUCTION

A. Objectives

The Governing Boards' of CareerSource Pinellas and CareerSource Tampa Bay is requesting sealed proposals from qualified providers for a workgroup and departmental printing, copying, scanning and fax solution to replace existing equipment. Proposals should include recommendations and costs using the information provided in this solicitation.

The services are to cover a period encompassing October 1, 2017 to December 31, 2018 with lease option terms for up to **four (4) additional years**, based on performance and funding availability.

B. Standards

To be considered for contract award under this RFP, Respondent must be approved to do business in the State of Florida and have not been suspended or debarred from doing business with the state or federal government. **Respondent must provide evidence of sound financial condition and include their Dunn & Bradstreet Number as part of the proposal.**

C. Selection Committee

The Selection Committee will be comprised of CSPIN & CSTB Staff.

II. DESCRIPTION OF CAREERSOURCE PINELLAS AND CAREERSOURCE TAMPA BAY

A. General Information

CareerSource Pinellas and CareerSource Tampa Bay are 501(c)(3) non-profit organizations appointed and designated by the Pinellas County and Hillsborough County Board of County Commissioners to act as the Pinellas County and Hillsborough County Workforce Development Boards under provisions of the “Workforce Innovation and Opportunity Act of 2014.” CareerSource Pinellas and CareerSource Tampa Bay has requested and received certification as the Region 14 &15 Workforce Development Board by CareerSource Florida and the Department of Economic Opportunity.

CSPIN & CSTB is committed to strengthening the competitive edge of local businesses in tangible and measurable ways by providing customized recruiting services, skills upgrade training or retraining; targeted career fairs and recruitment events, workforce related business seminars; labor trends and the latest labor market information. In short, CSPIN & CSTB supports and leverages the human capital component of small, medium and large companies in the Tampa Bay area. CSPIN & CSTB is a member of Employ Florida, a state-wide network of workforce experts.

III. PURPOSE

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals from qualified vendors/contractors who can demonstrate their ability to provide a workgroup and departmental printing, copying, scanning and fax solution to replace existing equipment as outlined in this RFP. This contract is also expected to yield maximum service and uptime of proposed equipment solution.

A. Minimum Requirements

Proposals must address each item listed, giving specific details to be used in meeting these requirements. Proposals may be rejected if minimum requirements are not met. All proposals wishing clarification of this RFP must submit questions via email to: CopierLeaseRFP@careersourcetampabay.com.

B. Proposed Schedule

This schedule may be altered at any time at the discretion of the Selection Committee.

Release of Request for Proposal	4/3/17
Deadline for technical questions from prospective proposers	4/14/17 at 5:00 PM
Responses to questions due from CSPIN & CSTB	4/18/17
Proposals from Respondents due	5/1/17 at 5:00 PM
RFP review committee will meet and evaluate proposals	5/10/17
Anticipated Posting of Intent to Award	7/1/17
Intended start date	10/1/17

IV. SERVICES TO BE PROVIDED AND TECHNICAL REQUIREMENTS

CSPIN & CSTB is looking for a multifunctional workgroup and departmental printing, copying, scanning and fax solution that meets the following standards. CSPIN & CSTB currently has 45 multifunction units for general office use (see Attachment C). Proposals should include recommendations and costs for replacement. Recommendations should include color printing on at least one machine per location with the capability to manage color printing from an alternate location.

A. Equipment:

- Proposed equipment must be new or newly remanufactured by OEM (Original Equipment Manufacturer) and be from the same manufacturer.
- All machines must meet or exceed the specifications. Interested vendors must have documented qualifications/specifications in each of the areas specified in the body of the RFP and furnish those with the response to the RFP.
- 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.
- Proposed equipment must have a common user-friendly interface.
- Vendor must outline which devices have customer replaceable units (Turnkey, no tools required to include drums, fuser units, toner cartridge, feed rollers).
- Devices must log copy/print usage per user code.
- Vendor must outline which proposed equipment is National Information Assurance Partnership (NIAP) Certified Level 2 equipment.
- Vendor must attach literature for each equipment model.
- Allow for absolute network integrity and security via password protection or network login restricting access to the device as well as the network.
- In addition to all specifications listed above, all equipment shall have the minimum ability to:
 - a. Require no additional PC workstation to facilitate any scan or e-mail functionality

- b. Scan new jobs while the device is network printing or copying without network interruption
- c. Scan to desktop, e-mail, network repository, workflow applications, document management system
- d. 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
- e. Allow for direct communication and workflow integration with print shop job queues
- f. Allow network users to access any mail server(s) via authorized network login and password
- g. At the multi-tasking unit, gain access to the walk-up users mail account via LDAP
- h. Enable end users to easily replace consumable components including:
 - a. Toner
 - b. Staples
 - c. Paper
- i. Manufacturer of proposed equipment must be ISO Certified, to meet Independent Service Organization Standards
- j. Allow management to disable color printing options on each unit
- k. Must include management of color printing from off-site locations
- l. Must have locked printing capabilities installed

B. Services/Requirement/Features

Minimum Requirements for Multi Function Machines:

- 60 pages per minute (letter size)
- Minimum 75 Sheet Duplexing Automatic Document Feeder
- Must be network ready for printing/faxing/scanning
- Unlimited job queue management with user name and type of job
- Equipment must be able to have “print around” feature to allow jobs to promote in the event a required resource is not available to allow jobs that have required resources to complete
- Must have walk-up faxing capabilities
- Printing, copying and scanning capabilities.
- Each location must have at least one machine capable of color printing and copying.
- Must be able to have automated meter reading with no user intervention
- Scanning must include LDAP and authentication functionality for security
- Scanning to include Scan to Email and network
- Machine must have a minimum of four paper sources with a minimum paper capacity of 4,000 letter sized sheets
- Machine must have user mailboxes or other solution for the separation of user print jobs
- Machine must staple, three-hole punch, and sort

- Must have Bi-directional drivers to allow for user to see device status to include consumable levels, job status, paper levels, etc.
- Must be able to scan ahead a minimum of 20 jobs from device
- Must be able to perform all tasks simultaneously
- Must be able to duplex automatically
- Walkup users must be able to scan a copy job while the unit is printing another job without the loss of any features
- Truly integrated scan solution without any external third party hardware/software
- Scanning must not require additional network drops
- Must be able to conduct a scanning application while the unit is copying, printing, or faxing another document
- Must be able to fax while the unit is copying, printing, or scanning another document
- Must have integrated copy and print queue/job status at the device user interface
- Must have print Queue and Job Status at a PC and the device
- Must have true network scanning integrated
- Must have integrated copy/scan/fax/print queue status at device and PC
- Must have Standard accounting (web based)
- Must be a multi-function copier and network printer with the proven ability to do both functions concurrently
- Must have a minimum copy resolution of 1200 x 1200 dpi.
- Must have a max. Print resolution of 1200 x 1200 dpi.
- Must have a minimum of 2 fully adjustable paper trays able to run 5.5" x 8.5" up to 11"x17"
- Machine must be able to offer offset finishing with a minimum capacity of 2,250 sheet output capacity
- Must be able to offer single stitching, 50 sheets per set
- No additional cost for supplies delivery/shipping / 11x17 counts as one copy or print on the meter
- An internal hard drive for scanned documents storage and retrieval

C. Service and Supplies

- Vendor must supply any and all parts and supplies to maintain equipment in condition necessary to produce quality copies.
- All equipment shall include a "like-for-like" replacement provision.
- The agreement shall include full service with a 1 hour call back and 4-5 hour onsite target response time to site/campus.
- All machines shall remain the property of vendor and vendor/contractor shall maintain all machines in acceptable working order during the contract. Any machine deemed unacceptable by customer shall be replaced at vendor/contractor's expense.
- Credits for bad impressions or test impressions used during a service call shall be credited on each monthly invoice if applicable.
- Customer reserves the right to request a replacement unit for each unit that fails to meet reliable performance expectations at no expense to Customer.
- The vendor must provide a certificate or letter from the manufacturer stating that the service and supply dealer is authorized for the equipment proposed.

- The vendor is capable of providing same-level service for all locations.
- Established mechanism for resolution of complex or recurrent problems.
- A clearly defined chain of command from the service technician to a higher level service and support.
- Vendor must provide a minimum 4 – 6 hour response time to all service calls.
- Vendor must be able to provide a technical support hotline 24 hours / seven days a week.
- Provide supplies and parts for all covered equipment (excluding staples and paper).
- Provide a detailed service history and equipment performance upon request.

D. Support

- Vendor should have industry expert(s) in educational document technology solutions to guide users in technology. Name, qualifications, and phone number(s) must be included.
- Vendor must provide a dedicated team to support the business requirements. Names, titles, and phone numbers must be provided.
- Vendor must supply a complete list and description of all supporting business partners.
- Vendor must supply descriptive literature for the equipment being recommended to include copiers and compatible hardware/software.
- Contractor/Vendor shall provide user training in the use of all covered equipment, including general copy skills, and detailed features.
- Contractor/Vendor will provide monthly invoice.
- Equipment installations and removals will be done at mutually agreeable times established by customer.
- Installations of equipment provided via terms of this Agreement will be within 10 days of the award.
- Electrical receptacles required for any equipment will be provided by the Contractor/Vendor and installed by Customer.
- Network drops will be provided by Customer.
- Contractor/Vendor shall review implementation plan with Customer prior to installation.
- An established program for service and support as demonstrated by contracts with comparable entities.
- Authorized installation and service training on vendor/contractor-provided copiers outlined in this section.
- An established program for reporting the numbers of impressions made on a quarterly, monthly or annual basis.
- Specify the outcome targets, minimal performance standards expected from the contractor, and methods for monitoring performance and process for implementing corrective actions.
- Vendor/Contractor must provide on-site training for the proposed hardware and software. Please describe the training program for the proposed system / solution. Training costs must be included in your pricing section of your proposal.

E. Terms and Conditions

- All costs of delivery and installation shall be included.
- Cost of installation and removal of the covered equipment will be the responsibility of the Vendor.
- Vendor will assist with coordinating the removal of current equipment.
- Provide installation of vendor/contractor provided equipment.
- The risk of loss due to cause other than preventable by the Bank (i.e. Natural Disaster, Act of God) will remain with the vendor. Replaced equipment will not require new contract terms.
- Vendor shall furnish a Certificate of Insurance.
- Vendor shall describe their Quality Assurance Process.
- Vendor shall provide their action plan for Disaster Recovery.
- Contract negotiation between Customer and selected vendor will take place upon award of contract. Please attach a copy of you contract terms and conditions.

F. Financial Considerations, Pricing

- All responses must be based on a multi-year lease agreement. The timeframe used should be clearly defined and a copy of the terms and conditions of the lease should be included for review.
- Prices should not include any buyout costs on machines that may be under contract past 10/1/17. If needed the selected vendor must agree to assist with buyout negotiations.
- Invoicing Terms and Conditions:
 - One monthly invoice for all equipment itemized by location with automated meter reading functionality. The cost of the equipment lease and usage should be presented separately by location.
 - Invoice is to be received no later than 30 days prior to payment due date.
 - Proposer shall include in their response if on-line access of invoice is available.
- Lease to include all property taxes, insurance, documentation fees, delivery, installation, training & removal of equipment at end of term.
- Vendor will not charge shipping fees for consumables.
- Training is included and will be provided upon installation.
- All pricing will include equipment, maintenance & supplies excluding paper and staples.

V. GENERAL CONDITIONS

Respondent should follow the instructions in this RFP document in order to be considered fully responsive. Submissions should be concise and easily understood. The proposals shall be evaluated based on the information submitted. The information provided on the proposal will be reviewed and scored by the Selection Committee based on the evaluation criteria.

A. Response Format

Responses must include **the following information in the following order**, and the Responses must show the appropriate alphabetical letter stated herein.

- A. Completed and signed Attachment A using contact information of the Respondent's office in or nearest to Pinellas and Hillsborough Counties. Include Dunn and Bradstreet Data Universal Numbering System (DUNS) number and any other evidence of sound financial condition.
- B. The Proposal – This should include a description of how the provider will address all areas described in **Section IV**. The response should include an affirmative statement that the provider can meet all criteria outlined in parts subsections IV. A through IV.F. If criteria cannot be met, proposer is to explicit state in their proposal which requirements cannot be met.
- C. Implementation Timeline – Describe a timetable for transition.
- D. Corporate and Staff Qualifications – Please list key staff and their qualifications for administration of proposed activities. List all experience the organization has in providing similar types of service. Include organization contact names and phone numbers.
- E. Cost Proposal (Budget) – this should be an estimated budget for each of the contract years and should include the total cost of services. Include information referenced in Attachment B
- F. Responses should be submitted on 8 ½” X 11” pages, printed or typewritten, and single-spaced. Text should be presented single-sided on each separate page. Include:
 - **1 signed paper original marked “Original;” and 3 paper duplicate copies marked “Copy;”** to Edward Peachey, **President and CEO of CareerSource Pinellas and CareerSource Tampa Bay**, 13805 58th St. N. 2-140 Clearwater, FL 33760.
 - **1 USB or CD ROM of the proposal** in Word text format.
 - The proposal submissions must be submitted in a **sealed package**.

The delivery of the Response prior to the deadline is solely and strictly the responsibility of the Respondent. Proposals received after the deadline of **May 1, 2017 at 5:00 PM** will be returned, unopened to the sender.

B. Assignment of Contract

The successful Respondent(s) may not make an assignment of their obligations resulting from award of a contract in response to this RFP.

C. Possibility of Additional Services

CSPIN & CSTB reserves the right to request additional services. If the Respondent is to be engaged to perform these additional services, the scope and fee will be negotiated in a separate contract to be awarded as a result of this solicitation. Such contract modification agreements, including provisions for additional fees are valid only if approved by both the Respondent and CSPIN & CSTB.

D. Rejection of Responses

The Board of CareerSource Pinellas and CareerSource Tampa Bay reserves the right to reject any or all responses, to re-advertise this RFP, to postpone or cancel this process, to waive irregularities in the process or in responses thereto; and to change or modify the project schedule at any time.

E. Cost of Preparing Response

The cost of preparing a response to this RFP shall be borne entirely by the Respondent.

F. Requests for Interpretation of RFP

All requests for interpretation or clarification of the RFP document must be submitted in writing by emailing CopierLeaseRFP@workforcetampa.com and received by CSPIN & CSTB within the dates listed on the first page. Any resultant interpretation or clarification responses, which if issued, will be added to our website for review.

G. Contract Term and Conditions

The term of this contract shall be from a period commencing on **October 1, 2017** and terminating **December 31, 2018** with an option to extend for up to **four (4)** additional years, based on performance and funding availability. Invoices must be submitted on a monthly basis by the 10th of the month following the month of service.

H. Selection Process

The Selection Committee will review and score each proposal, place the proposals in rank order, and present the results along with their recommendation to the CareerSource Pinellas and CareerSource Tampa Bay boards for final contract negotiation and award. Should the Board be unable to negotiate a final contract, negotiations with that firm will be formally ended and negotiations will be undertaken with the next best qualified Respondent.

VI. CRITERIA FOR SELECTION

CRITERIA	WEIGHT FACTOR
<p>1. Description of Services</p> <ul style="list-style-type: none"> • Proposal adherence to the RFP • Timeline for transition • Description of how services will be provided • Quality and performance of the equipment and network security Ability to respond quickly to repair issues 	40 Points
<p>2. Cost of the Services</p> <p>Cost, maintenance, supply and repair services.</p>	30 Points
<p>3. Experience and Key Personnel</p> <p>The experience of the organization and personnel in providing similar services to other organizations and demonstrated ability to provide equipment.</p>	20 Points
<p>4. Sound Financial Condition</p> <p>Respondent has evidenced fiscal capability and experience. Provided Dunn & Bradstreet number.</p>	10 Points
TOTAL SCORE**	100 Points

ATTACHMENT A – PROPOSAL COMPANY INFORMATION
RFP NO. 17-100 – COPIER LEASE
COMPANY INFORMATION

Company Name:			
Street/Mailing Address:			
City:	ZIP:	County:	
Company Contact Person:			Title:
Phone:	Ext.:	Fax:	
Email Address:		Website Address:	
Date of Inception:	Years in Business:	Total # Full-time Employees at this location:	
Legal Structure of Business:	<input type="checkbox"/> Sole Proprietor	<input type="checkbox"/> Partnership	<input type="checkbox"/> Corporation
	<input type="checkbox"/> Non-profit	<input type="checkbox"/> Leased	<input type="checkbox"/> Other (please indicate)
Employer's Federal ID #:		Unemployment Comp ID #:	
Dunn and Bradstreet. #:		Primary NAICS and or (SIC) Code:	
Is your company current on all State of Florida tax obligations?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is your company suspended or debarred from doing business with the state or federal government?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
Authorized Signature: _____			

**ATTACHMENT B – COST QUOTE
RFP NO. 17-100 – COPIER LEASE
COST QUOTE**

The unit cost shall be all-inclusive, including expenses (overhead, shipping, handling, delivery, toner fees) and other costs necessary. Vendors may create this form.

For each unit, include model number; pages per minute (letter size), total monthly and annual cost, and page allowance (if applicable). The cost quote should also show total number of machines and total monthly and annual costs.

ATTACHMENT C- CURRENT MACHINES

Location	Make	Model	Monthly Color	Monthly Mono
Ruskin -201 14th Ave SE	Ricoh	MP6001		7649
Career Prep Center - 2605 43rd Street	Ricoh	MP6002SP		5208
Career Prep Center - 2605 43rd Street	Ricoh	MP4002SP		N/A
Brandon - 9350 Bay Plaza Blvd Suite 121	Ricoh	MP6001		14365
Brandon - 9350 Bay Plaza Blvd Suite 121	Ricoh	MP6001		20180
Brandon - 9350 Bay Plaza Blvd Suite 121	Ricoh	MP6002		4133
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6001		29873
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6002		3625
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6002		1936
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6002		65351
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6001		44824
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6001		14661
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6001		16040
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6001		18328
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6001		13655
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6002		9355
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6001		17729
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP C6003	4225	3924
Tampa - 9215 N Florida Ave Suite 101	Ricoh	MP6002MP		4352
Executive Offices-4902 Eisenhower Blvd Suite	Ricoh	Pro C651EX	9308	517
Executive Offices- 4902 Eisenhower Blvd Suite	Ricoh	MP C6003	8967	5061
Executive Offices- 4902 Eisenhower Blvd Suite	Ricoh	MP6001		17193
US 19- 16432 US HIGHWAY 19	Ricoh	MP6002		12520
Science Center - 7701 22nd Ave N	Ricoh	MP6002		4840
Science Center - 7701 22nd Ave N	Ricoh	MP6002		7434
Science Center - 7701 22nd Ave N	Sharp	MX2616N		Undetermined
Science Center - 7701 22nd Ave N	Kyocera MITA	1370DN		Undetermined
Science Center - 7701 22nd Ave N	Kyocera MITA	1370DN		Undetermined
Tarpon Springs - 682 E Klosterman	Ricoh	MP6002		9718
Gulf to Bay - 2312 Gulf to Bay	Ricoh	MP6002		27062
Gulf to Bay - 2312 Gulf to Bay	Ricoh	MP6002		18227
Gulf to Bay - 2312 Gulf to Bay	Ricoh	MP6002		11898
South County - 3420 8th Ave	Ricoh	MP6002		16018
South County - 3420 8th Ave	Ricoh	MP6002		18088
South County - 3420 8th Ave	Ricoh	MP6002	0	12709
South County - 3420 8th Ave	Ricoh	MP6002		5124
South County - 3420 8th Ave	Ricoh	MP6002		11252
South County - 3420 8th Ave	Ricoh	MP6002	0	20738
Admin Entity - 13805 58th Street Suite 2-140	Ricoh	MP6002		8157
Admin Entity - 13805 58th Street Suite 2-140	Ricoh	MPC6502	14498	468
PEF-6100 154TH AVE N	Ricoh	MP6002		Undetermined
PEF-901 34TH ST S	Ricoh	MP6002		Undetermined
			36,999	502,211
			COLOR	MONO

* Numbers represent current printing. Solicitation requesting color capabilities on one machine at each location

ATTACHMENT D- LOCATIONS

Hillsborough Locations

CareerSource Tampa Bay Center in Tampa

9215 N. Florida Avenue #101
Tampa FL 33612

CareerSource Tampa Bay Center in Brandon

9350 Bay Plaza Blvd. #121
Tampa, FL 33619

CareerSource Tampa Bay Center in Ruskin

201 14th Avenue SE
Ruskin, FL 33570

Career Prep Center

2605 N. 43rd Street
Tampa, FL 33605

Administrative Offices

4902 Eisenhower Blvd. #250
Tampa, FL 33634

Pinellas Locations

CareerSource Pinellas center in South Clearwater

16432 US Highway 19 N.
Clearwater, FL 33764

CareerSource Pinellas center on Gulf-to-Bay

2312 Gulf to Bay Boulevard
Clearwater, FL 33765

CareerSource Pinellas center in St. Petersburg

3420 8th Avenue South
St. Petersburg, FL 33711

CareerSource Pinellas center at Tyrone

7701 22nd Ave North
St. Petersburg, FL 33710

CareerSource Pinellas center in Tarpon Springs

St. Petersburg College Campus - Bilirakis Building
682 E. Klosterman Road
Tarpon Springs, FL 34689

CareerSource Pinellas Administrative Offices

13805 58th St. N. 2-140
Clearwater, FL 33760