



South Carolina Legal Services

Balancing the Scales of Justice

Request for Proposal

FOR

**PROCUREMENT OF DESKTOP COMPUTERS, MONITORS, LAPTOPS &
NETWORK SERVERS**

RFP# 2021-09-20

ISSUED DATE: SEPTEMBER 20, 2021

SUBMISSION DATE: OCTOBER 18, 2021, AT 4:00 P.M. EST

Table of Contents

1	Purpose of the Request for Proposal (RFP).....	3
2	Introduction to South Carolina Legal Services (SCLS)	3
3	Current Environment	3
3.1	Business Objectives.....	3
3.2	Solution Vision	4
3.3	Solutions Requirements	4
3.4	Hardware Requirements.....	4
3.5	Laptop Computer Requirements	5
3.6	Network Server Requirements	6
4	General Specifications.....	6
5	Schedule of Events	7
6	Instructions to Vendors.....	7
7	Proposal Submission Requirements	7
8	Proposal Evaluation	8
9	Preliminary Examination.....	8
10	Detailed Technical Evaluation	8
11	Vendor Requirement Submittals	8
12	GENERAL SUBMITTAL REQUIREMENTS.....	8
13	EVALUATION AND AWARD OF PROPOSALS	9

1 Purpose of the Request for Proposal (RFP)

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified vendors for the procurement of desktops, laptops, monitors and network servers in accordance with specifications and requirements contained herein. This Request for Proposal (RFP) will require the vendor to provide all relevant information based on multiple configurations detailed within the RFP. Information and any supplemental information should be in digital format.

The RFP contains sufficient information and instructions to enable qualified bidders to prepare and submit proposals and supporting material. To be considered responsive, vendors must submit a complete bid that satisfies all requirements as stated in this RFP. This RFP also contains all major terms and conditions that the successful vendor will be expected to accept.

The Department of Information Technology (IT) likely will procure solutions in October 2021.

2 Introduction to South Carolina Legal Services (SCLS)

SCLS is a 501(c) (3) non-profit statewide law firm that provides free legal services in a wide variety of civil (non-criminal) legal matters to eligible low-income residents of South Carolina. SCLS is funded by grants from the Legal Services Corporation, the South Carolina Bar Foundation, local United Ways, state court filing fees, and other federal, state, and local funding. There are ten (10) offices located around the state, including our statewide Intake Office. There are currently 115 employees at SCLS. For more information about SCLS, please visit our website at: <http://www.sclegal.org>.

The Information Technology Department of SCLS owns and supports approximately 110 desktop computers, 75 laptop computers and 12 network servers. These network devices are replaced on a three (3) to five (5) year rotating scheduled replacement cycle to ensure efficient, relative, and necessary equipment is in place for use by SCLS employees and to support SCLS' infrastructure.

Through this RFP, SCLS will be investigating pricing to determine if and how these network devices can be procured and implemented into SCLS' operations to enhance and improve technology services to employees. The chosen solutions must meet and/or exceed the requirements as set out in this RFP.

It is the Department of Information Technology's intention to choose the systems that provide the best price/performance ratio and a partnership that meet SCLS' RFP requirements and demonstrate the ability to grow with us for years to come.

3 Current Environment

SCLS' is currently utilizing Dell Small Form Factor (SFF) desktops, Dell Latitude laptop computers and Dell Power Edge network servers.

3.1 Business Objectives

- Operational excellence: increase business efficiency, improve productivity, streamline work processes, and business operations
- Achieve cost efficiencies

In support of this, current technology hardware is a critical component of the overall IT strategy. All proposed solutions must be business class solutions to ensure the technology is utilized as a tool to facilitate and enhance efficient client services and enable SCLS' employees to use innovative,

efficient, and effective systems. The implementation of new technology hardware must enable or assist SCLS to achieve the following business objectives:

- a. Support SCLS' mission and vision.
- b. Support SCLS IT Department's mission and vision.
- c. Provide technology as a tool to facilitate and enhance services and employee effectiveness.

SCLS invites interested vendors that meet the qualifications listed in this RFP to submit proposals regarding their products and related service offerings. All information must be submitted in digital format.

3.2 Solution Vision

Provide desktop computers, laptop computers, monitors, network servers, and computer accessories to be used to enhance services as well as a tool to enhance employee effectiveness. The purchased equipment should contain innovative features to allow for integration with future technologies.

This RFP requires the vendor to provide all relevant detailed information on equipment configurations that meet and/or exceed the configurations detailed within the RFP. The selected vendor is expected to provide equipment and pricing in accordance with the specifications and requirements contained herein.

The proposed solutions will be purchased through the procurement process of SCLS. Once a vendor is selected and agreed upon pricing is reached, a purchase order will be drafted, and development and implementation of the hardware will begin.

3.3 Solutions Requirements

A warranty for hardware maintenance for each of the proposed solutions will be submitted for a minimum of 3 years, and next day business Pro Support. Pricing must be honored for at least sixty (60) days following the award date.

The selected vendor is solely responsible for delivering fully functional solutions that meet and/or exceed the specifications described herein. If the selected vendor regards the technical specifications as insufficient, the selected vendor may offer equipment that will achieve the collective goals. The overall system requirements apply before the requirements for single components, and functional requirements are as important as specific technical requirements. Once a contract is awarded, the awarded vendor is responsible for any necessary item not brought to the attention of SCLS before the award.

3.4 Hardware Requirements

SCLS utilizes a variety of Dell OptiPlex machines, ranging from 3020s to 9020s. SCLS intends to purchase approximately **34 desktop computers**, however the final purchase number may change at SCLS' discretion. SCLS will compare the pricing and specifications of the SFF and Mini Tower.

The minimum requirements solution should not include a monitor. Monitors should be included as additional configurations.

Desktop Computer Specifications: (see Attachment A)

Approximate Quantity: 34	Unit Price	Total
Desktop Computer – Hardware/software cost <u>without</u> monitor (with 3-year basic Parts/Labor Onsite Next Business Day Pro Support warranty Make/Model number Proposing:	\$	\$

Additional Optional Configurations (Indicate amount for or amount to be added to above pricing for the following:

- a. 24" flat screen (non-touch display) monitor. Must support dual monitor installation; DVI supported; resolution: 1920 x 1080; refresh rate: 60 Hz+; minimum 2 USB 3.0 ports, HDMI, DVI ports.

\$

- b. Desktop Speakers:

\$

- c. Keyboard:

\$

- d. USB Mouse:

\$

3.5 Laptop Computer Requirements

SCLS utilizes a variety of Dell Latitude business laptop computers, ranging from E5450 to E7470. SCLS intends to purchase approximately **11 laptop computers and 6 laptop docking stations**, however the final purchase number may change based on needs and costs at SCLS' discretion.

Laptop Computer Specifications: (see Attachment B)

Additional Optional Configurations (Indicate amount for or amount to be added to above pricing for the following:

- a. Hard Drive: 256 GB Solid State Drive

\$

- b. Hard Drive: 512 GB Solid State Drive

\$

- c. Hard Drive: 1 TB Solid State Drive

\$

- d. USB Wired Mouse

\$

- e. External Optical Drive: DVD+/-RW

\$

- f. Docking Station (Connects USB-C) which supports 2 additional external displays, Ethernet, HDMI, and 2 USB 3.0.

\$

Note: if any of the above requirements cannot be met, SCLS might consider alternative configurations. Please provide detailed explanation if suggesting alternative configurations. If any alternative configuration directly affects another requirement, this should be clearly communicated with vendor's bid response.

3.6 Network Server Requirements

Currently, SCLS utilizes Dell PowerEdge Servers mostly T620 models. SCLS intends to purchase **Five (5) network servers**.

The minimum requirements solution should not include a monitor. Monitors should be included as additional configurations.

Network Server Specifications: (see Attachment C)

Additional Optional Configurations (Indicate amount for or amount to be added to above pricing for the following:

- a. 22" flat screen (non-touch display) monitor. Must support dual monitor installation; DVI supported; resolution: 1920 x 1080; refresh rate: 60 Hz+; minimum 2 USB 3.0 ports, HDMI, DVI ports.

\$

4 General Specifications

- a. Proposed systems must be fully functional. The cost of any omission(s) will be the responsibility of the vendor.
- b. Vendors are cautioned to quote only on manufacturer's systems as specified herein.
- c. All computers, laptops, network servers and all components contained therein must be new.
- d. The bidding of refurbished or remanufactured products is strictly prohibited.
- e. All pricing to include taxes, shipping, and delivery.
- f. Delivery of all equipment is required within three (3-4) weeks after a purchase order has been issued, or Quote has been signed.
- g. Payment terms shall be net 30 days from receipt of invoice.
- h. All pricing on proposed items shall be held without increase for at least 45 days from award date.
- i. If during this period the manufacturer's price decreases, it shall be the responsibility of the vendor to pass on any applicable price decrease to SCLS, in the event a purchase order has been received by the vendor or is pending. SCLS reserves the right to routinely make inquiries of the successful vendor on possible price decreases at any state throughout the 'held' period.
- j. Successful vendor will be required to honor prices as they appear on the pricing documentation, despite whatever arrangements the vendor may have with the manufacturer. For this reason, vendors are encouraged to carefully check pricing and placement of pricing on the price documentation sheet when responding to this RFP.
- k. Quantities indicated in the RFP are approximations. SCLS has the right to order more or less than the quantities indicated at the prices stipulated.
- l. SCLS will have the right to award any options from the pricing documentation as deemed to be in the best interests of SCLS.
- m. At the time of the RFP due date, vendors must be authorized by manufacturers to sell proposed items as specified herein.
- n. Successful vendor shall issue full credit and pay return shipping charges for any item(s) shipped in error or received defective or damaged.

- o. MANUFACTURER’S ON-SITE WARRANTY – Vendors shall include pricing for a three (3) year parts and labor on-site next business day (NBD) warranty, where indicated.
 - Warranty service must be provided by a manufacturer-authorized single point of contact for the company. Vendor shall provide exact details of warranty processing procedures.
 - Complete system(s) and all components purchased through this RFP are to be covered by the warranty, including, but not limited to systems, monitors, docking stations, keyboard, mouse, speakers.
- p. Successful vendor will be required to submit written verification of manufacturer’s on-site NBD parts and labor warranty (or written verification that any warranty option chosen by SCLS is backed by the manufacturer).
- q. SCLS’ Purchase Order(s) and Oder Proposal(s) shall be the only documents to be signed in acceptance of any evaluated bid offer.
- r. No verbal agreement or understanding with any officer, agent, or employee of SCLS, either before or after the execution of the signed Purchase Order shall alter, amend, modify, or rescind any of the terms or provisions contained in any of the signed documents. Any changes to any signed documents must be authorized in writing.
- s. Vendors shall provide detailed specification sheets for the makes/models being bid with their responses to demonstrate compliance with specifications detailed with this RFP.

5 Schedule of Events

RFP Release:	September 20, 2021
Close date for RFP Questions	October 4, 2021
Proposal Due By 4:00 PM	October 18, 2021
RFP Evaluations Begin	October 18, 2021
Purchase Order & Proposed Quote(s) signed	October 22, 2021

6 Instructions to Vendors

- a. RFP Questions and Clarifications: Vendors shall aggregate their requests for clarification and submit them via email to: patmuller@sclegal.org;
- b. Questions/Clarifications should be received no later than **3:00 PM EDT October 4, 2021**.

SCLS’ clarifications and/or responses to questions will be posted to SCLS’ website, procurement section (<http://www.sclegal.org/procurement>) without identifying the source of the inquiry.

7 Proposal Submission Requirements

Proposals should be submitted electronically to:

Pat Muller: patmuller@sclegal.org
 Information Technology Manager
 South Carolina Legal Services

- Please note that it is the vendor’s responsibility to ensure that the electronic proposal response and all other requirement documents are received at the email address above by the RFP closing date.
- SCLS will be the sole judge of the qualifications of all prospective vendors and reserves the right to reject all submittals without recourse.

- Vendors shall bear all costs associated with preparing and submitting responses to this RFP and the subsequent evaluation process. SCLS will, in no way, be responsible for these costs, regardless of the outcome of this RFP.

8 Proposal Evaluation

- The evaluation process will consist of:
 - A preliminary examination to determine substantial commercial and technical responsiveness and relevant experience.
 - A detailed technical evaluation to determine conformity to the RFP requirements.
 - After completing the evaluation phase of the process, SCLS will enter financial negotiations with identified vendors.
 - The final selection will be based on the satisfactory outcome of the negotiations.

9 Preliminary Examination

SCLS will examine the proposal(s) to determine whether they are complete and are compliant with the general bid requirements.

10 Detailed Technical Evaluation

- Any evaluation of proposed products will generally include an assessment of the viability of those products in the proposed solutions.
- Evaluation will also include the fit and integration with related SCLS infrastructure, system environments and business applications. Technical merits and features will be reviewed against the requirements identified in the vendor and technical requirements sections of this RFP.

11 Vendor Requirement Submittals

SCLS requires that responses to this RFP contain the following information:

- Pricing Summary Pages: submit the designated pricing page for each system and attach a detailed pricing breakdown.
- Required Documentation: submit all documentation and support materials as described throughout this RFP.
- References: submit at least three customer references for similar services.

12 GENERAL SUBMITTAL REQUIREMENTS

- All proposal responses, inclusive of the required submittals and all other documentation, must be submitted electronically via email.
- Proposal Response Deadline:** Proposal responses due by **4:00 ET October 18, 2021** (proposals received late will not be considered).
- Proposals shall clearly indicate company name, full address, contact person, phone/fax numbers and email address.
- Proposals must contain the original signature of a duly authorized officer or agent of the company submitting the proposal.
- All costs incurred in preparing a response shall be at the vendor's expense.

13 EVALUATION AND AWARD OF PROPOSALS

- a. While each proposal bid shall be considered objectively, SCLS reserves the right to accept or reject any proposal bid and to waive any formalities, informalities, or technicalities in the RFP process at its own discretion.
- b. SCLS will not be bound by oral expectations or instructions given by an SCLS employee or agent at any time during the competitive proposal process or after award. Only modifications to specifications issued in writing by way of an addendum shall be valid.