



Request for Quote
FOR
Procurement of Office Equipment
[Digital Multifunction Systems]
RFQ # 2021-09-24

Due Date: October 18, 2021 @ 4:00 PM

Vendors may view and download this RFQ document on SCLS' website at:
<https://sclegal.org/procurement/>

Vendor Inquiries and RFQ proposals by email to: patmuller@sclegal.org

Vendor Responses should reference this RFQ number (RFQ # 2021-09-24) in the subject line of any inquiries or responses

Definitions: South Carolina Legal Services (SCLS)
Request for Quote (RFQ)
Vendor: a business submitting a proposal to SCLS

I. Purpose of Request

South Carolina Legal Services (SCLS) is seeking quotes from qualified vendors for the purpose of leasing or purchasing **eight (8)** Multi-function Copier/Printers (copy, print, scan, and fax) machines, along with maintenance/service agreements, to be installed at offices located in North Charleston, Greenville, Greenwood, Orangeburg and Spartanburg, South Carolina. The equipment specifications and requirements are outlined in the following Request for Quote (RFQ).

South Carolina Legal Services 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.

II. Need for Competitive Procurement

Competition in purchasing provides an equal opportunity for qualified vendors to compete for local private business including non-profit organizations to offer the best prices, quality, or service. Competition is the central principal of any legitimate procurement process. In its purest form, competition ensures a free, open, and healthy economy. When competition is available but is artificially restricted, the principles of public procurement are defeated.

III. Scope of Work

SCLS is soliciting competition for the lease or purchase of multifunction copier/printers for the office locations as outlined below.

IV. Term of Maintenance/Service Contract

The Maintenance/Service Contracts will be binding from the date of award (contract signature date) and shall be in effect for a period of 36 months from the date the equipment is delivered, installed, and made network operational by the selected vendor.

V. Delivery/Installation

The equipment is to be delivered and installed at the following SCLS office locations:

- a. South Carolina Legal Services
2803 Carner Avenue (1st & 2nd floors)
North Charleston, SC 29405
- b. South Carolina Legal Services
701 South Main Street (1st & 2nd floors)
Greenville, SC 29601
- c. South Carolina Legal Services (1st & 2nd floors)
316 W. Cambridge Avenue
Greenwood, SC 29646
- d. South Carolina Legal Services
126 Associate Parkway
Orangeburg, SC 29116

- e. South Carolina Legal Services
148 E. Main Street
Spartanburg, SC 29306

Delivery, installation, and network setup are to be included in the price quoted herein. For installations to be considered completed, all optional accessories (i.e., fax board, print and scan kits) must be operational on the above-mentioned SCLS' networks.

VI. Power Protection Requirement

Each multi-function copier/printer installed under the contract shall include a power protection device at no additional cost to SCLS.

VII. Insurance

Upon delivery, setup, and installation of the equipment and the duration of the maintenance/service contracts, the risk of loss to the equipment from fire, theft, and/or hazards will rest with SCLS. Upon request, SCLS will provide the successful vendor with a Certificate of Insurance of said coverage.

VIII. Specifications

Any deviation from the multi-function copier/printer specifications indicated herein must be clearly identified by the vendor; otherwise, SCLS will consider that all items contained in vendor's response is in strict compliance with these specifications and will hold the successful vendor responsible. If applicable, any deviation from the specifications must be explained in detail. Vendor must submit a specification sheet and product literature, manufacturer, and model if other than what is specified.

IX. Governing Laws

The Contracts shall be construed in accordance with and governed by the laws of the State of South Carolina.

X. Training

On-site training must be provided by the successful vendor once installation, setup and network configuration of the multi-function copier/printer equipment is successfully completed. Additional training, if necessary, shall be provided within five (5) business days upon request at no additional charge to SCLS.

XI. Maintenance, Support and Supplies

- a. The vendor shall be responsible for all post-installation support and maintenance, as set out in the Maintenance and Support contract. Maintenance and Support should include a provision of all consumable supplies required by the multi-functional copier/printer (excluding paper and staples), on-site maintenance and troubleshooting, on-site mandatory maintenance and upgrades, and replacement of all irreparable components and/or devices.

- b. Post-installation service and support shall be included in the contract price quoted herein and include supplies (excluding paper and staples), parts, labor, and travel.
- c. All supplies (excluding paper and staples) required for a fully operational printer/copier shall be included in the lease and/or purchase price quoted herein.

XII. Device Monitoring

SCLS requires the ability to monitor device configuration and status information, including the operational status of the multifunction copier/printer equipment such as online status, toner level, paper supply, etc. from a computer on SCLS' network. Additionally, meter readings from the multifunction copier/printer equipment will be configured to automatically transmit the information to the vendor.

XIII. Time Schedule

SCLS will maintain the following time schedule and select a qualified vendor for the lease or purchase of **eight (8)** Multifunction Copier/Printer Machines once all proposals are received by the deadline submission date and upon approval.

Request for Quote Published	September 24, 2021
Close date for RFQ Questions	October 8, 2021
Deadline for Submission of Quote	October 18, 2021 @ 4:00 pm (EST)
RFQ Notification	Award Pending Approval

XIV. Minimum Requirements for Bidding

1. Vendor must supply descriptive literature for the multifunction copier/printer equipment being proposed, including hardware/software requirements for network configuration.
2. Vendor must provide a certificate or letter from the manufacturer stating that the service and supply dealer is authorized for the equipment proposed.
3. Any multifunction copier/printer equipment deemed unacceptable by SCLS shall be replaced at vendor's expense.
4. All multifunction copier/printer equipment must be new **and from the Original Equipment Manufacturer (OEM)**.
5. The vendor must have an established process for resolution of complex or recurrent problems with the new multifunction copier/printer equipment or install a new multifunction copier/printer to replace the faulty equipment at no cost to SCLS.
6. The vendor must agree to provide a new OEM replacement multifunction copier/printer for each multifunction copier/printer that fails to meet reliable performance expectations at no expense to SCLS.

7. Dates and times for installations must be mutually agreed upon by vendor and SCLS.
8. Upon notification, electrical receptables and network voice/data drops required for installation of the multifunction copier/printer equipment will be provided by SCLS, per vendor specifications.
9. The successful vendor must be able to provide **maintenance/support services to the locations as set out in the RFQ.**
10. The vendor must demonstrate a clearly defined chain of command from the service technician to a higher level of service and support when necessary.
11. The vendor must provide service credits for copies run during service calls or because of the multifunction copier/printer equipment malfunction.
12. The vendor must be able to provide a detailed service history and equipment performance, upon request.
13. The proposed multifunction copier/printer equipment must allow for absolute network integrity and security via password protection or network login restricting access to the multifunction copier/printer equipment as well as the network.

XV. Instructions to Proposers

- A. All quotes must be submitted via email to:
South Carolina Legal Services
Pat Muller, I. T. Manager – Information Technology Department
2109 Bull Street
Columbia, SC 29201
patmuller@sclegal.org
- B. All quotes must be submitted electronically as follows:
Email Subject Line: **RFQ # 2021-09-24 – Multifunction Copier/Printer**
- C. Vendor proposal may include the lease/purchase options for multifunction machines for any or all locations specified in the RFQ.
 - All quotes must be received by 4:00 pm on **October 18, 2021.**
 - Once submitted, vendors should expect a confirmation receipt within 24 hours. If no confirmation receipt is received, contact Pat Muller at patmuller@sclegal.org
 - RFQ responses must be submitted in Adobe PDF format.
 - All quotes will be reviewed and assessed for completion to ensure the requirements are met as set out below.
 - Delivery by methods or formats other than specified will not be accepted and will be deemed non-responsive to the RFQ.

- D. Quotes should be prepared simply and economically, providing a straightforward, concise description of provider capabilities to satisfy the requirements of the request.
 - Emphasis should be on completeness and clarity of content.
- E. Questions from any vendor about the content or nature of the Request for Quote will be answered in writing in Addendum format and posted on SCLS' website for review by all potential vendors.

XVI. Proposal Format

All RFQ responses must be submitted in Adobe PDF format and include the following information:

1. **Company Information:** Vendor must provide the name of the company and the individual sales representative's name that will be submitting a response to the RFQ.
2. **Contact Information:** Proposal must provide an accurate mailing address of the business, **as well as an email address for the sales representative.**
3. **Proposal Pricing:** vendor must indicate which services, supplies, shipping, or other charges are reflected in the proposed price.
 - a. Proposal must represent the final pricing including, additional fees, discounts, rebates, equipment, and taxes.
 - b. If there is a discrepancy between the services, supplies, shipping, or other charges that have been indicated as included in the proposed price and the maintenance and support agreement submitted by the vendor, the vendor's proposal may be deemed non-responsive.
4. **Statement of Affirmation:** by submitting this proposal, vendor affirms compliance with the minimum requirements for items 4-13 of Section XIV.
5. **Maintenance, Support & Supplies:** a description of vendor's capacity to provide post-installation training, service, support, and supplies.
6. **Additional Pricing:** Vendor must specifically list any service(s) not covered in the proposal price and specify the rate proposed to be charged for that service. All quoted rates for time and service by the vendor will be considered firm for the term of the **maintenance and support** contract.
7. **References:** Vendor must provide the names and contact persons of at least three **(3)** current customers where similar multifunction copier/printer equipment has been provided as contained in this RFQ.
8. **Material Litigation and Debarment:** vendor must indicate whether the company is currently involved with any material litigation or federal debarment action or has been within the past three years directly or indirectly.

XVII. Evaluation of Requests for Quote

1. SCLS will evaluate Requests for Quote proposals based on the Selection Criteria listed below. Questions from any vendor about the content or nature of the Request for Quote will be answered in writing in an Addendum and posted on SCLS' website for review by all potential vendors.
2. All quotes will be scored based on the criteria outlined in this RFQ and the results will be posted on the webpage as soon as a successful vendor is notified, and contract approval is completed.
3. Each quote will be independently evaluated on Factors, A, B and C.

XVIII. Selection Criteria

Factors	Weight Given
A. Responsiveness of the written proposal to the purpose and scope of service	30%
B. Price	40%
C. Ability and history of successfully completing contracts of this type, meeting projected deadlines and experience in the installation of multi-function copier/printer machines.	30%
Total Criteria Weight	100%

XIX. Terms and Conditions

- A. SCLS reserves the right to reject all quotes and to waive minor irregularities to any quote.
- B. SCLS reserves the right to request clarification of information submitted and to request additional information from a vendor.
- C. SCLS reserves the right to award the contract to the next most qualified vendor if the successful vendor does not execute a contract/lease within **thirty (30)** days after the award of the contract/lease has been announced.
- D. Any quote may be withdrawn up to the date and time set in this RFQ. Any quote not timely withdrawn shall constitute an irrevocable offer for a period of **sixty (60)** days to sell/lease to SCLS the equipment described in the following specifications or until one or more of the quotes have been granted approval.
- E. The contract/lease resulting from acceptance of a quote by SCLS shall be in a form supplied or approved by SCLS and shall reflect the specifications in this RFQ.
- F. SCLS reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFQ and which is not approved by SCLS.

G. SCLS shall not be responsible for any cost incurred by the vendor in preparing, submitting, or presenting its response to the RFQ.

H. All quotes, documents, and forms will become the property of SCLS upon **electronic** delivery and **confirmation** of the **submitted** proposal.

XX. Multifunction Copier/Printers Specifications

- a. SCLS seeks to lease or purchase **eight (8)** Multifunction Copier/Printers with a service agreement by meeting the following minimum specifications and requirements outlined in **Attachment A**.
- b. Vendor responses to all questions contained in this RFQ are required; if responses are omitted from a submission, the submission will be considered 'incomplete'.

Pricing Must Include:

- a. All parts and onsite maintenance provided by factory trained technicians
- b. 4 Hour minimum service response time
- c. All consumable supplies (i.e., toner, fuser, drums, waste containers), excluding paper and staples.
- d. All new multifunction copiers / printers shipping cost (delivery and removal at lease end, if applicable)
- e. All shipping of consumable supplies
- f. Newly manufactured equipment
- g. 60-month fair market value lease/purchase; must include all property tax

Vendor Questions/Responses:

- a. Explain how you will proactively manage the proposed multi-function machines.
- b. What is covered under your warranty and for how long?
- c. Explain your installation, setup, network configuration and implementation process of the new equipment and how it will affect the productivity of SCLS staff.
- d. How do you charge for impressions larger than letter size or more than 10% fill?
- e. What type of preventive maintenance and support services do you offer?
- f. Explain how the new multifunction machines will improve SCLS' productivity.
- g. Explain the process by which a service call is submitted, processed, and executed.

Please provide the following support material for all products offered in this RFQ:

- a. Network performance rating specification sheets for each product offered (rate speed vs. actual speed)
- b. Equipment Brochures detailing model number, configuration options/specifications of proposed equipment