



Request for Quote
FOR
Procurement of Office Equipment
[Digital Multifunction Systems]
RFQ # 2023-06-06

Due Date: June 12, 2023, @ 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 # 2023-06-06) 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 leasing or purchasing two (2) Multi-function Copier/Printers (copy, print, scan, and fax) machines, along with maintenance and service agreements. The new multi-function devices will be installed at Columbia and Rock Hill offices. The following Request for Quote (RFQ) outlines the equipment specifications and requirements.

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. Competitive Procurement

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

III. Scope of Work

As outlined below, SCLS is soliciting competition for leasing or purchasing multifunction copiers/printers for the office locations.

IV. Term of Maintenance/Service Contract

The Maintenance/Service Contracts will be binding from the award date (contract signature date). They shall be in effect for 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
2109 Bull Street (2nd floor)
Columbia, SC 29201
- b. South Carolina Legal Services
241 Johnston Street (2nd floor)
Rock Hill, SC 29730

Delivery, installation, and network setup are to be included in the price quoted herein. For installations to be considered complete, 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 hazards will rest with SCLS. SCLS will provide the successful vendor with a Certificate of Insurance of said coverage upon request.

VIII. Specifications

The vendor must identify any deviation from the multi-function copier/printer specifications indicated herein; otherwise, SCLS will consider that all items in the vendor's response strictly comply with these specifications and hold the successful vendor responsible. If applicable, any deviation from the specifications must be explained in detail. The 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 by and governed by the laws of the State of South Carolina.

X. Training

The successful vendor must provide on-site training once the installation, setup, and network configuration of the multi-function copier/printer equipment is 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 the Maintenance and Support contract sets out. 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 devices.
- b. Post-installation service and support shall be included in the contract price quoted herein, including 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 purchase price quoted herein.

XII. Device Monitoring

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

XIII. Schedule

SCLS will maintain the following schedule and select a qualified vendor to lease or purchase **two (2) Multifunction Copier/Printer Machines** once all proposals are received by the deadline submission date and upon approval.

Request for Quote Published	June 6, 2023
Close date for RFQ Questions	June 8, 2023
Deadline for Submission of Quote	June 12, 2023, @ 4:00 pm (EST)
RFQ Notification	Award Pending Approval

XIV. Bidding Requirements

1. Vendor must supply descriptive literature for the proposed multifunction copier/printer equipment, 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 the 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 resolving 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. The vendor and SCLS must mutually agree upon dates and times for installation.
8. Upon notification, electrical receptacles 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 malfunction of the multifunction copier/printer equipment.

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 and the network.

XV. Instructions to Proposers

- A. All quotes must be submitted via email to:
South Carolina Legal Services
Pat Muller, IT 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 # 2023-06-06 – 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 **June 12, 2023**.
 - 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 deemed non-responsive to the RFQ.
- D. Quotes should be prepared and economical, 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:** The 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:** The proposal must provide an accurate mailing address of the business **and 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 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, the vendor affirms compliance with the minimum requirements for items 1-13 of Section XIV.
5. **Maintenance, Support & Supplies:** the vendor's capacity to provide post-installation training, service, support, and supplies.
6. **Additional Pricing:** The vendor must specifically list any service(s) not covered in the proposal price and specify the proposed rate. All quoted rates for time and service by the vendor will be considered firm for the maintenance and support contract term.
7. **References:** The vendor must provide the names and contact persons of at least three (3) current customers where similar multifunction copier/printer equipment has been supplied, as contained in this RFQ.
8. **Material Litigation and Debarment:** The vendor must indicate whether the company is involved with any material litigation or federal debarment action or has been directly or indirectly within the past three years.

XVII. Evaluation Criteria

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 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 section.
- B. SCLS reserves the right to request clarification of information submitted and 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 sixty (60) days to sell or lease to SCLS the equipment described in the following specifications or until one or more of the quotes have been approved.
- 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 in this RFQ and 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 **two (2)** Multifunction copiers/printers with a service agreement by meeting the minimum specifications and requirements outlined in **Attachment A**.
- b. Vendor responses to all questions 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 how a service call is submitted, processed, and executed.

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