



South Carolina Legal Services

Balancing the Scales of Justice

AMENDED

Request for Proposal

FOR

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

RFP# 2023-09-27

ISSUED DATE: SEPTEMBER 27, 2023

SUBMISSION DATE: OCTOBER 27, 2023, AT 5:00 P.M. ET

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1 Purpose of the Request for Proposal (RFP)

This Request for Proposal (RFP) solicits proposals from qualified vendors to procure desktops, laptops, monitors, and network servers by the specifications and requirements. 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 for qualified bidders to prepare and submit proposals and supporting material. To be considered responsive, vendors must submit a complete bid that satisfies all requirements stated in this RFP. This RFP contains all significant terms and conditions that the successful vendor will be expected to accept.

The Department of Information Technology (IT) will procure solutions in **November 2023**.

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. 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 fund SCLS. Ten (10) offices are located around the state, including our statewide Intake Office. There are currently 125 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-year rotating scheduled cycle to ensure efficient, relative, and necessary equipment for SCLS employees' use and support SCLS' infrastructure.

Through this RFP, SCLS will investigate pricing to determine if and how these network devices can be procured and integrated into SCLS' operations to enhance and improve employee technology services. The chosen solutions must meet and exceed the requirements in this RFP.

The Department of Information Technology intends to choose the systems that provide the best price/performance ratio and a partnership that meets SCLS' RFP requirements and demonstrates the ability to grow with us for years to come.

3 Current Environment

SCLS uses 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, and streamline work processes and business operations.
- Achieve cost efficiency.

In support of this, current technology hardware is a critical component of the overall IT strategy. All proposed solutions must be business-class to ensure the technology is utilized 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 help or assist SCLS to achieve the following business objectives:

- a. Support SCLS' organizational mission and vision.
- b. Support SCLS IT Department's mission and vision.
- c. Provide technology 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 enhance services and a tool to improve employee effectiveness. The purchased equipment should contain innovative features to integrate with future technologies.

This RFP requires the vendor to provide all relevant detailed information on equipment configurations that meet and exceed the configurations detailed within the RFP. The selected vendor is expected to provide equipment and pricing according to the specifications and requirements.

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 configuration and implementation of the hardware will begin.

3.3 Solutions Requirements

A warranty for hardware maintenance for each proposed solution will be submitted for at least three years, and, the 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 exceed the specifications described herein. If the selected vendor regards the technical specifications as insufficient, the chosen 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 necessary as specific technical requirements. Once a contract is awarded, the awarded vendor is responsible for any essential item not brought to the attention of SCLS before the award.

3.4 Desktop Computer Requirements

SCLS utilizes a variety of Dell OptiPlex machines, ranging from 3020 to 9020. SCLS intends to purchase approximately **forty-two (42)** 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 system requirements solution should **be separate from** a monitor. Monitors should be included as an additional configuration.

Desktop Computer Specifications: (see Attachment A)

Approximate Quantity: 42	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 the above pricing for the following:

- a. 27" 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. **(48)**

\$

- b. Desktop Speakers-42

\$

- c. Keyboard: 42

\$

- d. USB Mouse: 42

\$

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

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 **twenty-four (24)** laptop computers and **six (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)

Approximate Quantity: 24	Unit Price	Total
Laptop – Hardware/software cost (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 the 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 Wireless Mouse
- e. External Optical Drive: DVD+/-RW

- f. Docking Station (Connects USB-C) supports two 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 a detailed explanation if you suggest alternative configurations. If any alternative configuration directly affects another requirement, this should be communicated with the vendor's bid response.

3.6 Network Server Requirements

SCLS uses Dell PowerEdge Servers T620 models. SCLS intends to purchase **seven (7) network servers [six (6) server towers and one (1) rack server]**.

The minimum requirements solution should be separate from 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 the 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.

4 General Specifications

- a. The proposed systems must be fully functional. The cost of any omission(s) will be the vendor's responsibility.
- 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 includes taxes, shipping, and delivery.
- f. Delivery of all equipment is required within three (3-4) weeks after a purchase order has been issued or a 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 an increase for at least 45 days from the award date.
- i. If during this period the manufacturer's price decreases, it shall be the vendor's responsibility to pass on any applicable price decrease to SCLS in the event a purchase order or the vendor has received a quote, or it is pending. SCLS reserves the right to make inquiries of the successful vendor on possible price routinely decreases at any state throughout the 'held' period.
- j. Successful vendors will be required to honor prices as they appear on the pricing documentation despite the vendor's arrangements 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 three-year parts and labor on-site next business day (NBD) warranty, where indicated.
 - A manufacturer-authorized single point of contact for the company must provide warranty service.
 - The vendor shall provide exact details of warranty processing procedures.
 - Complete system(s) and all components purchased through this RFP will be covered by the warranty, including, but not limited to, systems, monitors, docking stations, keyboard, mouse, and speakers.
- p. Successful vendors must submit written verification of the manufacturer's on-site NBD parts and labor warranty (or written verification that the manufacturer backs any warranty option chosen by SCLS).
- q. SCLS' Purchase Order(s), Proposed Quote(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 or Quote, 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 on with their responses to demonstrate compliance with specifications detailed in this RFP.

5 SCHEDULE OF EVENTS

RFP Release:	September 27, 2023
Close date for RFP Questions	October 9, 2023
Proposal Due By 5:00 PM	October 27, 2023
RFP Evaluations Begin	October 30, 2023
Purchase Order & Proposed Quote(s) signed	November 10, 2023,

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 by **3:00 PM EDT on October 9, 2023**.

SCLS' clarifications and responses to questions will be posted to SCLS' website procurement section (<https://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 the vendor is responsible for ensuring 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 not be responsible for these costs, regardless of the outcome of this RFP.

8 Proposal Evaluation

- a. 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 compliant with the general bid requirements.

10 Detailed Technical Evaluation

- a. Any evaluation of proposed products will generally include an assessment of the viability of those products in the proposed solutions.
- b. 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:

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

12 GENERAL SUBMITTAL REQUIREMENTS

- a. All proposal responses must be emailed electronically, including the required submittals and all other documentation.
- b. **Proposal Response Deadline:** Proposal responses are due by **5:00 EDT on October 27, 2023** (late proposals will not be considered).
- c. Proposals shall indicate company name, complete address, contact person, phone/fax numbers, and email address.
- d. Proposals must contain the original signature of a duly authorized officer or agent of the company submitting the proposal.
- e. 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 waive any formalities, informalities, or technicalities in the RFP process at its 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 the award. Only modifications to specifications issued in writing through an addendum shall be valid.