

COUNTY OF MOORE
NORTH CAROLINA

REQUEST FOR PROPOSALS

ISSUE DATE: February 10, 2016

RFP#: 2016-08

TITLE: COPY MANAGEMENT PROGRAM SERVICES

ISSUING DEPARTMENT: County of Moore
Financial Services
206 S. Ray Street
P.O. Box 905
Carthage, NC 28327

Sealed Proposals will be received until **4:00 p.m., Wednesday March 16, 2016** from qualified firms for Copy Management Program Services for the Moore County Information Technology Department.

All inquiries for information concerning the Request for Proposals shall be directed to:

Terra Vuncannon, Purchasing Manager
P.O. Box 905
Carthage, NC 28327
(910) 947-7118 (Telephone)
(910) 947-6311 (Fax)

Sealed Proposals shall be mailed and/or hand delivered to the Issuing Department shown above and the envelope shall bear the name and number of this Request for Proposals. It is the sole responsibility of the Proposer to ensure that its proposal reaches the Issuing Department by the designated date and hour indicated above.

In compliance with the Request for Proposals and to all the terms and conditions imposed herein, the undersigned offers and agrees to furnish the services and install the goods described in accordance with the attached signed proposal.

Firm Name: _____ Date: _____

Address: _____ Phone: _____

By: _____
(typed)

By: _____
(signed)

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INSTRUCTIONS TO PROPOSERS

1. **Sealed Proposals shall be submitted to the Issuing Department and include the enclosed Proposal Form.** In order for a proposal to be considered, it shall be based on the terms, conditions and specifications contained herein and shall be a complete response to this RFP. The County reserves the right to make an award in whole, or in part, and to reject any and/or all proposals, and to waive any informality in proposals unless otherwise specified by the Proposer. The Proposer shall sign the proposal correctly and proposals may be rejected if they show omissions, alterations of form, additions not called for, conditional proposals or any irregularities of any kind.
2. All labor costs, direct and indirect, shall have been determined and included in the proposal. The cost and availability of all equipment, materials, and supplies associated with performing the services described herein shall have been determined and included in the proposal. Do not include sales tax in proposal figures. The County pays sales tax and will add this to your proposal figures separately when invoices are paid. All price quotes shall include delivery to the delivery point, installation and set-up charges, as necessary. Goods shall be set in place ready for owner's use. All goods shall be new and of average quality. No remanufactured, refurbished or used goods will be accepted. Appropriate product information (e.g. brochures, catalog cuts, etc.) shall be included with the proposal.
3. After the RFP issue date, all communications between the Issuing Department and prospective Proposers shall be in writing. No oral questions shall be accepted. Any inquiries, requests for interpretation, technical questions, clarifications, or additional information shall be directed to Terra Vuncannon at the address listed on page one of this solicitation. All questions concerning this RFP shall reference the RFP number, section and page number. Questions and responses affecting the scope of the goods will be provided to all prospective Proposers by issuance of an Addendum. **All written questions shall be received by the Issuing Department no later than 10:00 am Tuesday February 24, 2016. NO EXCEPTIONS. All addendums pertaining to this RFP will be posted to the County website at www.moorecountync.gov within 24 – 48 hours after the deadline for questions and/or after the pre-bid conference. It is the Proposers responsibility to check the website for the addendums.**
4. The County will not be responsible for any oral instructions. Should a Proposer find discrepancies in, or omissions from the documents, or should be in doubt as to their meaning, s/he should at once notify the Issuing Department, and a written addendum shall be issued. Acknowledgement of any Addendum received during the time of the proposal shall be noted on the Proposal Form in the spaces provided. In closing of a contract, any Addendum issued shall become a part thereof. **It is the Proposer's responsibility to assure that all addenda have been reviewed and, if need be, signed and returned.**
5. Proposals will be examined promptly after opening and award will be made at the earliest possible date. The prices quoted must be held firm, and no proposals may be withdrawn

until **90 days** after proposal opening date. The County reserves the right to conduct any test/inspection it may deem advisable to ensure services/materials/supplies/equipment, as appropriate, conform to specifications.

6. Pursuant to North Carolina General Statutes Section 143-129, “award shall be made to the lowest responsible, responsive bid or bidders, taking into consideration quality, performance and the time specified in the proposals for the performance of the contract.”
7. The materials/supplies/equipment furnished under any resulting contract shall be covered by the manufacturer’s most favorable commercial warranty. Each Proposer shall plainly set forth the warranty for the goods in the proposal. Operations and maintenance manuals for equipment shall also be provided, as appropriate.
8. All purchases for goods or services are subject to the availability of funds for this particular purpose.
9. The Service Provider shall not represent itself to be an agent of the County.
10. The General Statutes of the State of North Carolina, insofar as they apply to purchasing and competitive bidding, are made a part hereof.
11. The County of Moore is committed to creating and maintaining an environment free from harassment and other forms of misconduct that fundamentally compromise the working environment of the County. All Service Providers performing work/services at a County Detention Center shall take all necessary steps to assure that none of its employees engage in harassment or intimidation relating to personal beliefs or characteristics of anyone on the County’s premises, including but not limited to, race, religion, age, color, sex, national origin or disability. Such harassment is unacceptable and will not be condoned in any form at the County of Moore. If such conduct occurs, the Service Provider will take all necessary steps to stop it and prevent its future occurrence. This policy shall be strictly enforced.
12. For all the work being performed under this Contract, the County of Moore has the right to inspect, examine, and make copies of any and all books, accounts, records and other writing relating to the performance of the work. Audits shall take place at times and locations mutually agreed upon by both parties, although the vendor/Service Provider must make the materials to be audited available within one (1) week of the request for them.
13. All Proposers must complete and submit the Vendor Form with their proposal package. This information will be used to create or update the County’s vendor file.
14. Proposers are cautioned that this is a request for proposals, not a request for contract, and the County of Moore reserves the right to reject any and/or all proposals. It further reserves the right to waive informalities insofar as it is authorized so to do where it deems it advisable in protection of the best interests of the County.

15. Proposals will be evaluated and a recommendation presented to the County of Moore Board of Commissioners for their approval.
16. Any and all exceptions to the Specifications must be stated in writing, giving complete details of what is to be furnished in lieu of requested Specifications.
17. The County of Moore reserves the right to cancel and terminate any resulting contract, in whole or in part, without penalty, upon thirty (30) days notice to the Vendor(s). Any contract cancellation shall not relieve the Vendor(s) of the obligation to deliver any outstanding services issued prior to the effective date of the cancellation.
18. **Sealed Proposals in one (1) original and two (2) copies will be received from each Proposer in a sealed envelope or package. Each original shall be signed and dated by an official authorized to bind the form. Unsigned proposals will not be considered.**
19. Upon receipt by Moore County Financial Services, your Proposal is considered a public record except for material which qualifies as “trade secret” information under N.C. Gen. Stat. 66-152 et. seq. After the Proposal opening, your Proposal may be reviewed by the County’s evaluation committee, as well as other County staff and members of the general public who submit public records requests. To properly designate material as trade secret under these circumstances, each Proposer must take the following precautions: (a) any trade secrets submitted by a Proposer must be submitted in a separate, sealed envelope marked “Trade Secret — Confidential and Proprietary Information — Do Not Disclose Except for the Purpose of Evaluating this Proposal,” and (b) the same trade secret/confidentiality designation must be stamped on each page of the trade secret materials contained in the envelope.

In submitting a Proposal, each Proposer agrees that the County may reveal any trade secret materials contained in such response to all County staff and County officials involved in the selection process, and to any outside consultant or other third parties who serve on the evaluation committee or who are hired by the County to assist in the selection process. Furthermore, each Proposer agrees to indemnify and hold harmless the County and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material which the Proposer has designated as a trade secret. Any Proposer that designates its entire Proposal as a trade secret may be disqualified.

20. Successful vendor will be required to sign a Business Associate Addendum regarding compliance with HIPPA covered information.

COUNTY OF MOORE PROJECT SPECIFICATIONS AND SPECIAL PROVISIONS

OVERALL SCOPE

The selected vendor shall provide multi-functional copiers with print, scan and fax enabled, stand-alone printers as well as 19 scanners throughout the County of Moore, a political subdivision of the State of North Carolina, referred to as the "COUNTY" and will be compensated on a **FIXED PER COPY** basis for all devices. (**Attachment A** – minimum specifications per location). The vendor shall furnish, deliver, install, properly train, and maintain to the COUNTY's complete satisfaction, **NEW EQUIPMENT** (not used, reconditioned, refurbished, newly remanufactured, newly manufactured or remanufactured equipment). This program shall include **ALL** operating supplies (excluding paper) and **ALL** service requirements as necessary to meet the current and future volume demands generated by the COUNTY. Before the contract is awarded, the selected vendor will be required to bring proposed equipment on-site and confirm seamless functionality with the County network and specific software applications. All equipment shall be delivered, installed and operating within 30 days of award of contract.

TECHNICAL REQUIREMENTS

1. As noted in **Attachment A**, the COUNTY has specific devices in use now and the new program must meet or exceed those. The COUNTY currently utilizes 102 multi-functional devices and 19 desktop scanners located in 29 departments at 25 physical locations and generate approximately 770,000 black/white and 150,000 color copies annually.
2. Vendor will be responsible to deliver and install NEW operational copiers within 30 days' notice given by the COUNTY.
3. All machines installed during contract period must be new machines and all machines are to be current retail models and digital with the latest technology. A "new" machine is defined as newly assembled for first-time use with new components and manufactured within six months of the date of the contract award. No factory-refurbished machines will be accepted. The only exception to the above stipulation is that in the event the current vendor is awarded the new contract, the County reserves the right to either have all units removed or to consider leaving in place any new units installed (12) twelve or fewer months.
4. Purposed devices should be able to support the below list of features/functionalities, but are not necessarily required on every device:
 - a. Multi-Function Machines:
 - i. Network Enabled

- ii. Automatic Document Feeder
- iii. Duplexing
- iv. Sorter/Finisher
 - v. Sorter Hole Punch
 - vi. Sorter Stapler
- vii. Multiple paper trays
- viii. Print/Copy
 - 1. Color and Black/White
 - 2. Black and White only
 - 3. Print minimum of 600dpi
 - 4. Network print
 - 5. Accommodate card stock
 - 6. Paper size
 - a. Standard envelop
 - b. 8.5 x 11
 - c. 8.5 x 14
 - d. 11 x 17
 - 7. Secure print for confidential printing
 - 8. Print access codes for Departmental cost accounting
 - 9. Print access codes with configured allowance for customer printing
- ix. Faxing
 - 1. Connectivity via analog phone line
 - 2. Allows long distance authorization code entry
 - 3. Secure fax modem, meaning it cannot be used by unauthorized individuals to gain access to the County network.
- x. Scanning
 - 1. Color and Black/White Scan
 - 2. Black and White only Scan
 - 3. Scan to internal email
 - 4. Scan to network file shares
 - 5. Scan directly into production software applications (Munis/Tyler Content Manager, Laserfiche, Northwoods)
 - 6. Scan at 600 x 600 dpi
 - 7. Scan documents into a minimum of:
 - a. TIFF
 - b. JPEG
 - c. PDF

- 5. The Program will include ALL operating supplies (excluding paper) and ALL service requirements as necessary to meet current and future volume demands generated by the by the COUNTY employees and authorized users at no additional cost.
- 6. The vendor should consider user-friendly functionality, supplies replenishment, and equipment service as critical components of the RFP. Multi-function machines will be right-sized as deemed appropriate by the County Point of Contact and the Vendor during

the term of the contract.

7. It is imperative that any solution proposed be able to meet the same integration level as it previously contained when it comes to communicating with other devices and other software applications.
8. New equipment, device upgrades, downgrades and equipment removal may be requested at any time during the program period with no additional cost to the COUNTY. All equipment added will be coterminous to the original program.
9. The COUNTY will **NOT GUARANTEE** any daily, monthly, or annual volumes to the awarded vendor.
10. If the solution requires any additional servers or computer hardware, it must be included in the proposal and pricing structure and should be clearly identified as additional equipment required for the solution.
11. Enterprise-wide licenses for any software or hardware required to perform copy, print, scan and fax functions must be included in the pricing structure so that all county employees can utilize the devices without additional software costs. It is expected that all multi-function machines will be connected to the respective networks and that all employees will utilize them. Any software or hardware must be included in your proposal

SERVICE REQUIREMENTS

1. The awarded vendor must work collaboratively with COUNTY IT to maintain acceptable service levels, outcomes and follow standard operating procedures.
 - a. **Service Levels:**
 - i. A factory trained service technician will be expected to return calls to acknowledge receipt of the assignment within 2-4 hours from the time the problem was reported by the COUNTY.
 - ii. For a device that is not completely inoperable, the factory trained service technician is expected onsite in 4-6 hours from the time the problem was reported by the COUNTY.
 - iii. For a device that is completely inoperable, the factory trained service technician is expected onsite in 2-4 hours from the time the problem was reported by the COUNTY.
 - iv. If device functionality is not restored during the service call due to needed parts, repair will be made within 5 business days from the time the problem was reported by the COUNTY.
 - v. The COUNTY can be offered an equivalent device as a loaner for outages determined essential functionally is lost.
 - vi. If a device has 3 service calls within a 2 month period for a reoccurring issue the copier must be replaced with a NEW device.

- vii. Periodic maintenance should be completed quarterly on all devices. Maintenance should include the review of service logs and addressing any repeat issues. Also, review of the devices message log for errors and taking actions to resolve alerts/notices. When the device alerts of needed maintenance, staff will contact the vendor.
- viii. Due to HIPAA regulations, hard drives must be destroyed using methods that are fully compliant with HIPAA. The provider must sign a contract that states it will follow appropriate procedures to protect the data until it is destroyed and then follow documented processing and procedures for the destruction of the data. A certificate must be provided stating this has been done before removal from the COUNTY. If this cannot be provided, the IT Department can request the hard drive of the device.

b. Standard Operating Procedures:

- i. The vendor will furnish, deliver, install, properly train and maintain to the end user's complete satisfaction.
- ii. Authorization to report a device problem will be granted to COUNTY end users.
- iii. The factory trained service technician is expected to call the COUNTY IT Service Desk when en route to a service call and advise of location and issue they are going to work on.
- iv. Upon arrival to any department for service calls, factory trained service representatives must notify Departmental point of contact of his/her arrival
- v. Before leaving, the factory trained technician should contact the Departmental contact and COUNTY Information Technology Service Desk and/or IT contact and review the status of the device.
- vi. When a new device is delivered to the COUNTY, the COUNTY Information Technology Department will be notified via phone of the delivery date and time. The Information Technology Department will be provided a delivery statement that includes the device serial number(s), identifiers and the beginning meter readings.
- vii. When a device is removed from the COUNTY, the COUNTY Information Technology Department will be notified via phone of the pickup date and time. The Information Technology Department will be provided a pickup statement including the device serial number(s), identifiers and the ending meter readings.
- viii. Replacement equipment set up process will include:
 - 1. The technician entering the network credentials obtained from the equipment being removed.
 - 2. If applicable, configure the device to default to black and white output.
 - 3. If applicable, the stored templates, scan locations, address books, etc. should be copied from the exiting equipment and uploaded to the replacement equipment.
 - 4. Notify the Information Technology Department of setup completion to allow internal configuration efforts to begin.

5. Provide the appropriate device driver
- ix. The vendor will provide the COUNTY with the device administrative passwords and login credentials.
- x. Devices must have remote access application to allow the COUNTY Information Technology Department the ability to maintain, customize configurations and obtain quarterly meter readings.
- xi. The vendor will maintain a professional and respectful demeanor, working to minimize downtime, equipment outages, repeat service calls and unexpected interruptions.
- xii. Frequent neglect or deviation from following proper procedures, meeting SLA and inhibiting achievement of desired outcomes will result in the termination of the program by the COUNTY.
- xiii. Factory trained technicians are to log into devices with a designated service login to clearly identify activity during a service call. Efforts should be made to utilize minimal paper during service calls.
- xiv. Training for the departmental IT representative or other designated personnel shall be provided within 24 hours after installation of a new or different device.
- xv. On-going training is to be provided as needed at **NO** additional cost to the COUNTY.

PRICING

1. The COUNTY shall compensate the awarded vendor on a **PER COPY** basis for a term of **5 years**, which shall represent the total compensation to the vendor. The vendor shall **NOT** inflate this **PER COPY** rate for the duration of this agreement; however, the vendor may decrease the rate at any time during the program term.
2. The vendor will provide quarterly invoices with details per device which include the number of copies and prints made during the quarterly billing period.
3. Meter readings will be provided to the vendor via email or other agreed method.
4. The COUNTY will not be charged for any property tax, usage tax or document handling fees.
5. All supplies (except paper) will be included in the program cost per copy.
6. All service, regular maintenance, parts, supplies and labor will be included in the program cost per copy.
7. All parts supplied by the vendor will be Original Equipment Manufacturer (OEM) for the term of the contract, no generic parts will be allowed. The vendor will be responsible for keeping an adequate stock of supplies and repair parts so that no county department has an unreasonable delay in productivity.

8. The COUNTY can request to be credited the per copy rate for vendor copies made during maintenance calls.

PROPOSAL CONTENT:

Describe how your organization shall fulfill the county's requirements for a program designed to meet the current and future needs.

- Define each model of machine proposed including:
 - Manufacturer
 - Model
 - Minimum number of impressions per month acceptable to keep machine in place
 - Maximum number of impressions per month for this machine
 - Picture of the proposed device
- Describe how changes to the contract including machine additions and deletions would be handled administratively and operationally.
- Identify the page count. What is one "tic, what is more than one?"
- Describe the approach your company will take to training end users on the equipment.
- Describe the approach your company will take to implement the equipment across the county.
- Describe the approach your company will take for supplies replenishment.
- Describe the approach your company will take to resolve service issues with equipment under the contract.
- Describe how your scanning solution will work.
- Describe how your faxing solution will work.
- Describe how your network printing solution will work.
- Describe your tools for managing the devices and how the Local Government Point of Contact and IT personnel could utilize these tools.
- Describe the security features of the products you are proposing in relationship to denying access to the County's network for each of the functions it performs.

PROPOSAL FORM

The County of Moore requests your proposal to provide Copy Management Program Services for the County of Moore Public Information Technology Department as outlined in the Scope of Work.

Sealed Proposals will be received until 4:00 pm Wednesday March 16, 2016 at Financial Services, 206 S. Ray Street, Carthage, NC 28327. Opening will not be public.

Use this form for submitting proposals. In submitting your proposal, keep in mind that any alterations, changes in proposal format, etc. will make it difficult to evaluate proposals. All items should be in the units, quantities, units of measurements, etc. specified. Do not submit alternates unless requested. The County of Moore shall reserve the right to reject any and/or all proposals.

On behalf of _____ (Proposer), I am submitting a proposal for Copy Management Program services for the County of Moore Information Technology Department.

COST PER COPY (BLACK/WHITE): _____

COST PER COPY (COLOR): _____

Responsive Bid MUST include:

Signed Proposal Form

Non-Collusion Affidavit

E-Verify Affidavit

Vendor Application (including three references for similar scope of work)

W-9 Form

I certify that the contents of this proposal are known to no one outside the undersigned, and to the best of my knowledge all requirements have been complied with.

Date _____ Authorized Signature _____

Receipt of the following addendum is acknowledged:

Addendum No. _____ Date: _____

Addendum No. _____ Date: _____

NON-COLLUSION AFFIDAVIT

North Carolina of North Carolina
County of Moore

I _____, being first duly sworn, deposes and says that:

He/She is the _____ of _____, the proposer that has submitted the attached proposal;

He/She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;

Such proposal is genuine and is not a collusive or sham proposal;

Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, Employees or parties of interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Proposer, firm or person to submit a collusive or sham proposal in connections with the contract for which the attached proposal has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices in the attached proposal or of any other Proposer or to fix overhead, profit or cost element of the proposal price of any other Proposer or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the County of Moore or any person interested in the proposed contract; and

The price or prices quoted in the attached proposal are fair, proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Signature and Title

North Carolina of North Carolina
County of _____
Subscribed and sworn before me,
This ____ day of _____, 2016

Notary Public
My commission expires _____

Moore County E-Verify Affidavit

STATE OF NORTH CAROLINA

AFFIDAVIT

COUNTY OF MOORE

I, _____ (the individual attesting below), being duly authorized by and on behalf of _____ (the entity bidding on project hereinafter "Employer") after first being duly sworn hereby swears or affirms as follows:

- 1. Employer understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with NCGS §64-25(5).
 - 2. Employer understands that Employers Must Use E-Verify. Each employer, after hiring an employee to work in the United States, shall verify the work authorization of the employee through E-Verify in accordance with NCGS§64-26(a).
 - 3. Employer is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in this State. (mark Yes or No)
 - a. YES _____, or
 - b. NO _____
 - 4. Employer's subcontractors comply with E-Verify, and if Employer is the winning bidder on this project Employer will ensure compliance with E-Verify by any subcontractors subsequently hired by Employer.
- Executed, this ____ day of _____, 2016.

Signature of Affiant
Print or Type Name: _____

State of North Carolina
County of _____

Signed and sworn to (or affirmed) before me, this the ____
day of _____, 2016.

My Commission Expires:

Notary Public

(Affix Official/Notarial Seal)



Vendor Application

County of Moore

Financial Services – Purchasing Division
PO Box 905
Carthage, NC 28327
Phone: (910) 947 - 7118
Fax: (910) 947 - 6311

Please Type or Print Legibly

Federal ID # _____ SS # _____ Vendor # _____

Vendor Name

Date

ORDER ADDRESS		PAY ADDRESS	
Street		Street	
Street		Post Office Box	
City		City	
State	Zip Code	State	Zip Code

CONTACT PERSON	TELEPHONE NUMBER	FAX NUMBER
----------------	------------------	------------

YEAR ESTABLISHED	TERMS	DISCOUNT
------------------	-------	----------

CONTRACTOR'S LICENSE # (if applicable)	SIGNATURE
	EMAIL ADDRESS:

This firm certifies that it is a: (if applicable)

- Disabled
 Minority Business Enterprise
 Women Business Enterprise

To qualify for MWBE status, 51% of the company must be owned and controlled by minority groups or women. For the purpose of this definition, minority group members are Black Americans, Hispanic Americans, American Indians and/or American Women. To qualify for Disabled status, 51% of the company must be owned and controlled by disabled persons.

Product(s) and/or Service(s)

Please list the type product(s) and/or Service(s) that your company can provide.

References

