REQUEST FOR PROPOSALS:
Copier Equipment and Maintenance

Issue Date: September 15, 2019
Due Date: September 30, 2019

To be considered, proposals must be signed and returned via email to rfp@pyninc.org by the due date and time.
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I. INTRODUCTION

Philadelphia Youth Network is soliciting lease proposals from qualified Office Equipment Vendors (Vendors) of multi-function devices to provide leased equipment, support, maintenance and training as needed from the effective date of award through the end of the lease term. PYN expects to replace all its current copiers under lease agreements. Under the current contract, PYN has 3 multi-function devices which are scheduled to expire on XX. The desired term of the equipment lease and maintenance agreement shall be for three (3) years.

Proposals will be accepted at Philadelphia Youth Network, Inc., 400 Market Street, Suite 200, Philadelphia, PA 19106 or by email to rfp@pyninc.org. Submissions will be accepted until the close of business on September 30, 2019. RFP inquiries must be submitted via email to: rfp@pyninc.org no later than September 15, 2019. Responses will be provided to the know list of RFP recipients and posted on PYN’s website located under the RFP section.

PYN reserves the right to select a short list of Vendors, at its own discretion, to present their qualifications, respond to questions, and supply supplemental information.

Vendors will be notified in writing of further inquiries and/or decisions.

The contract will be awarded in whole or in part to the responsible vendor whose proposal, conforming to the request for proposals, will be most advantageous to PYN; price and other factors considered.

Philadelphia Youth Network’s income is tax exempt under Section 501(C3) of the Internal Revenue Code. Philadelphia Youth Network complies with the required federal regulations on procurement, as well as applicable State procurement law and procedures.

II. SOLICITATION KEY DATES AND TIMELINE

<table>
<thead>
<tr>
<th>RFP Activity</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Released</td>
<td>9/13/19</td>
</tr>
<tr>
<td>Questions Due by bidders</td>
<td>9/18/19</td>
</tr>
<tr>
<td>Response to questions posted</td>
<td>9/23/19</td>
</tr>
<tr>
<td>Proposal Due Date</td>
<td>9/30/19</td>
</tr>
<tr>
<td>Award Notice</td>
<td>10/8/19</td>
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<tr>
<td>Commence work</td>
<td>10/15/19</td>
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III. SCOPE OF WORK
PYN is currently under leases that are near expiration. A full inventory is provided as Attachment A. PYN desires to lease new equipment having identical or similar functionality to the equipment listed on the inventory summary.

A. General technical requirements for copier functionality in multi-function units. At a minimum, all digital copies shall be:

1. Newly manufactured with no used or refurbished parts
2. All devices must have document feeders, minimum capacity of 50 sheets
3. All devices must have surge protectors or similar protection consistent with currently accepted industry standards
4. Capable of wired networking with Active Directory Integration with Address Books
5. Capable of ideal output speed of 60 ppm black & white and 50 ppm full color minimum
6. Capable of scanning no less than 300 dpi,
   i. direct to one or more email addresses and USB
   ii. In black and white and color
   iii. Format must be an industry standard (e.g., PDF, OCR/PDF, TIFF, JPEG)
7. Capable of two-side copying/scanning
8. Capable of date stamping
9. Capable of three-hole punching
10. Capable of stapling a minimum 50 sheet capacity
11. Capable of booklet creation including folding and saddle-stitch binding
12. Capable of sorting/collating
13. Capable of reducing and enlarging
14. Capable of copy rotation and electronic sorting
15. Capable of edge to edge copying
16. Capable of at least 600 x 600 output resolution
17. Capable of secured printing
18. Capable of centralized management of user access and privileges
19. Capable of handling
   i. Minimally 8.5X11", 8.5X14", 11X17" paper sizes, and adjustable options
   ii. Paper stocks including 60 to 300 GSM
   iii. Adhesive labels and perforated sheets
20. Includes at least four standard paper sources plus by-pass
21. Capable of feeding envelopes in standard (#10, #9, A6, A7, etc.) and custom sizes
22. Provide reports of copy and print counts based on user and functional department for defined dates and times

B. Technical specifications of the following:
1. Imaging/feeder speed
2. Printing speed
3. Copies/output to schedule maintenance
4. Capable of network functionality
5. Capable of duplex printing

C. Maintenance Support
1. PYN expects strong maintenance support and service for the proposed devices and management systems. The lease shall include full maintenance services. Vendor must describe, in detail, the maintenance coverage available for the proposed system, under the lease program. Supplies and parts included should be specified.
2. When PYN initiates a call for service, the expectation is to receive a call-back within 4 hours
stating the estimated arrival time of the service technician. The expected maximum response
time for a service technician is 24 hours.

3. The successful vendor shall maintain the devices and system herein described by using only
manufacturer-certified trained/skilled maintenance personnel.

D. Start/End of Contract

1. The vendor shall state in its proposal the number of business days necessary for delivery and
installation of equipment. Vendor must detail all anticipated expenses that will be incurred
by PYN for the delivery and installation of equipment. PYN will not be liable for expenses
not detailed in the RFP responses. The vendor shall invoice PYN for delivery and installation
upon written acceptance of the equipment by PYN.

2. Delivery and installation cost shall include on-site training by a fully qualified representative
of the vendor. All user manuals and operating guides shall also be provided with equipment.
The date of the equipment training shall be chosen by PYN after delivery and installation.

3. The vendor shall be responsible and state any costs associated with de-installation and return
of equipment at the end of the lease, including the destruction or erasure of data contained
on copier hard drives. Please specify security system/method to be used. PYN will not be
liable for any costs not specifically detailed in your RFP response.

4. If a proposer cannot meet any of the specifications, expectations or services, or takes
exception to any of the terms or conditions presented, these exceptions should be distinctly
noted in the appropriate sections. If no exceptions are present, PYN will assume full
capabilities as described.

IV. PROPOSAL OUTLINE

Proposals should be prepared simply and provide a straight-forward, concise description of proposer
capabilities to satisfy the requirements of this request. To be considered responsive, a proposal must
contain the following, referenced by number and in the following order:

A. Cover Letter
   The cover letter should contain the name of the proposer, the address, contact individual
   authorized to answer technical, price and contract questions. Contact information should include
   telephone number, mailing address and email address. The cover letter must be signed by a
   person authorized to bind the proposal.

B. Table of Contents
   The contents of the proposal should be included in an index at the beginning of the proposal to
   include all contents and attachments.

C. Proposer Background
   This section should include the full name and principal address of the proposer. PYN request
   that proposing vendor provide the names of a designated account executive or relationship
   manager, as well as an alternate. The designated account executive must have the authority to
   make timely decisions in the normal course of business. In addition, describe the organization
   and any additional staff team which would service the account. Provide a listing of the entire
   proposed staff, including name, title, length of service with vendor and direct contract
   information. Additional qualifications and experience on similar accounts would be helpful.

D. Proposed Scope of Services
   a. Clearly and succinctly describe the scope of services to be provided. Please provide:
   b. List each unit summarized in Attachment A with recommended replacement unit. Please
include a full description and model number.
c. Maintenance, servicing costs and service level details.
d. Details as to your service levels, response times, number of technicians serving this area and problem reporting methodologies.
e. Cost/ Financing options
f. Detailed and itemized pricing to include
  g. Monthly lease payment details
h. Total copies included (for maintenance, etc.) Per copy charge for overages.
i. If there are any services offered in addition to what PYN has request that may be of interest to PYN, please describe those.

E. Proposed Schedule of Implementation
Describe the implementation effort and lead time that would be required to deliver the services requested in this RFP. Include the detailed steps involved and your proposed schedule for meeting each step.

F. References
Provided a list of client references or similar sized accounts the proposer has served over the past two years and is currently serving. Provide no fewer than three references. Provide a contract person, telephone number and email address for each reference.

G. Cost Proposal
All proposers must provide a fully loaded cost per page analysis with clearly stated cost driver assumptions, (equipment lease, maintenance, cost of labor and supplies, etc.)

For services not specifically requested, but which the proposer charges fees, or where a different level of service is proposed, the proposer shall provide a description of the service and the proposed fee structure. Ancillary services should be priced separately.

Proposing vendors are required to provide an annualized total for all service charges based on the assumed cost drivers. Whenever possible proposers should provide a discussion or the cost drivers and the impact changes in activity may have on cost.

PYN reserves the right to remove any service contained in the RFP if based on analysis, the fee for providing such service are excessive or if the service proposed can be performed in an alternative manner.

V. AWARD OF CONTRACT
Each respondent submitting a proposal will be notified of Philadelphia Youth Network’s decision.

Proposals will be evaluated by PYN staff. Evaluation will be based on criteria outlined which may be weighted by PYN in a manner it deems appropriate. All proposals will be evaluated using the same criteria and weighting, the criteria used will be:

A. Responsiveness to RFP
  PYN will consider all the material submitted to determine whether the proposer’s offering is following the RFP.

B. Ability to Perform Current and Projected Required Services
  PYN will consider all the material submitted by each proposer, and other relevant material it may obtain to determine whether the proposer is capable of and has a history of successfully
completing contracts of this type.

C. **Experience and Knowledge**
   PYN will assess the experience and relevant knowledge of the proposal dedicated team of personnel.

D. **Financial Stability**
   PYN may conduct analysis to examine the proposer’s credit worthiness.

E. **References**
   PYN may contact references, directly to inquire about the quality and type of services currently being provided to other consumers.

F. **Cost Proposal**
   PYN will evaluate aggregate services, based on the overall cost-effective approach to providing the services requested in the RFP.

G. **Optional Interview**
   PYN may at its sole discretion, conduct interview as part of the final selection process.

Please submit all questions regarding this RFP to the following e-mail address: rfp@pyninc.org

VI. **PROPOSAL SUBMISSION AND SELECTION PROCESS**

By use of numerical and narrative scoring techniques, proposals will be evaluated by Philadelphia Youth Network against the factors specified below. The relative weights of the criteria—based on a 100-point scale—are shown below.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Points</th>
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<tbody>
<tr>
<td>1. Qualifications, experience, and references</td>
<td>30 points</td>
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<tr>
<td>2. Application to delivery of services</td>
<td>40 points</td>
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<tr>
<td>3. Price for the Scope of Services requested</td>
<td>20 points</td>
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<tr>
<td>4. Other factors, including completeness of proposal, adherence to RFP instructions, other relevant factors not considered elsewhere</td>
<td>10 points</td>
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</tbody>
</table>

VII. **REVIEW PROCESS**

Philadelphia Youth Network may, at its discretion, request interviews/presentations by or a meeting with
any or all firms, to clarify or negotiate modifications to the firm's proposal. However, Philadelphia Youth Network reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, that the firm can propose. Philadelphia Youth Network contemplates award of the contract to the responsive, responsible firm whose proposal is the most advantageous to Philadelphia Youth Network, based on the highest total points and its decision is final.

VIII. NOTICE TO FIRM

All materials provided to Philadelphia Youth Network become the property of Philadelphia Youth Network and may be returned only at its sole discretion. Philadelphia Youth Network is a public entity. All proposals and any materials submitted with a proposal may be deemed public records. No portion of any proposal or materials submitted therewith will be withheld from disclosure as proprietary, trade secret or confidential unless that portion is clearly marked by the firm as such, and the firm agrees to indemnify Philadelphia Youth Network against any claim or action to compel disclosure of such portion of the proposal. Philadelphia Youth Network is not obligated to accept any proposal or to negotiate with any entity. All transactions are subject to the final approval of Philadelphia Youth Network, which reserves the right to reject any and all proposals without liability. All costs directly or indirectly related to a response to this RFP will be borne by the firm.

The contract, if any, shall be awarded to the responsible firm whose proposal is most advantageous to Philadelphia Youth Network, based on the evaluation criteria set forth in this RFP. Philadelphia Youth Network may at its sole discretion select the response that best fits its needs, may choose to cancel the RFP, or to not select any Firm. A selection committee will evaluate the responses based on established criteria, including compliance with the direction herein, experience and qualifications, cost, financial position of the company, and other factors as stated in this RFP. If selected, the successful firm will enter into a written agreement with Philadelphia Youth Network that will include service agreements and compensation agreements.

All information in this RFP should, for purposes of this RFP, be considered proprietary and confidential. Information contained in this RFP should not be shared or distributed without the expressed written consent of Philadelphia Youth Network.

IX. REJECTION OF PROPOSAL(S)

Philadelphia Youth Network reserves the right in its sole discretion to reject any or all proposals, in whole or in part, without incurring any cost or liability whatsoever. All proposals will be reviewed for completeness of the submission requirements. The proposal may be rejected if it fails to meet a material requirement of the RFP or if it is incomplete or contains irregularities. A deviation is material to the extent that a proposal is not in substantial accord with RFP requirements.

Immaterial deviations may cause a bid to be rejected. Philadelphia Youth Network may or may not waive an immaterial deviation or defect in a proposal. Philadelphia Youth Network’s waiver of an immaterial deviation or defect will in no way modify the RFP or excuse a firm from full compliance with the RFP requirements.

Any proposal may be rejected where it is determined to be not competitive, or where the cost is not reasonable.
Proposals that contain false or misleading statements may be rejected if in Philadelphia Youth Network's opinion, the information was intended to mislead Philadelphia Youth Network regarding a requirement of the RFP.

Philadelphia Youth Network may reject a proposal from a firm it finds non-responsive. Any person or entity that has substantially assisted Philadelphia Youth Network in preparing any part of this RFP is prohibited from submitting a proposal. Submission of a proposal to Philadelphia Youth Network shall constitute the firm’s certification that the proposal is not collusive.

X. COMPLIANCE WITH LAWS

Any Firm must affirmatively agree and certify that it will comply with all applicable federal, state, and local laws and regulations. Any Firm must affirmatively agree to include the non-discrimination and compliance provisions of this clause in any and all subcontracts to perform work under the agreement.
XI. ATTACHMENT A - Current Copiers

- Xerox WC 7845
- Xerox Workcentre 5330P