

Request for Proposals for  
Copiers, Printers & Fax Services



For The Period of:

May 2022 to April 2027

Response Due January 11, 2022

Finalists Named January 13, 2022

All Applicants should be available to present their proposal in person or via Zoom on  
Friday, January 14, 2022 if named as a finalist

Inquiries and proposals should be directed to

Kate Resig  
Special Projects Director  
418 19<sup>th</sup> St  
Rock Island, IL 61201

## Introduction

Project NOW is a nonprofit organization and the Community Action Agency for Rock Island, Henry and Mercer Counties that strengthens communities by helping people help themselves and one another. We strive to eliminate the causes of poverty through strategic initiatives and alleviate the negative conditions created by poverty through intentional partnerships. Project NOW addresses issues of poverty and aging by providing the following programs: Head Start Kindergarten readiness for 330 children aged 3-5 years, utility assistance for more than 7,000 households, food assistance, rent & deposit assistance, transitional housing, permanent safe affordable housing, emergency needs assistance (dental, car repairs), emergency furnace repair/replacement, and weatherization. Additionally, our Senior Services division, serves more than 2,000 seniors with home-delivered meals, congregate meal sites, information & assistance, door-to-door transportation, and rural public transportation.

This request for proposal (RFP) is for a 60-month lease for copiers and printers for the main office of Project NOW, and various satellite offices of the agency. The current lease on the equipment in use by the agency expires on April 30<sup>th</sup>, 2022. The goal of Project NOW is to provide a seamless switch to the new copiers/printers.

Project NOW is accepting proposals from qualified firms, partnerships and corporations having experience in the area identified in this RFP. It is expected the potential suppliers provide a comprehensive solution that meets or exceeds this request. Suppliers shall be ready to demonstrate their abilities and assume all responsibility for the requirements in this RFP. Project NOW expects a single supplier to assume “primary supplier” responsibility for the design, installation, and maintenance of the proposed systems. While subcontracting is permissible, one firm shall be the prime supplier on the contract.

## Section I Conditions to Bidding

- 1.1 Proposal Reference:** “2022 Copier RFP” must be shown on all correspondence or other documents associated with this request and must be referred to in all verbal communications. All inquiries, written or verbal, shall be directed to the Special Projects Director. If emailing, please reference “2022 Copier RFP” in the subject line.  
**Katie Resig, Special Projects Director**  
**418 19<sup>th</sup> Street**  
**Rock Island, IL 61201**  
**Telephone (309) 429-3272**  
**Email [KResig@projectnow.org](mailto:KResig@projectnow.org)**
- 1.2 Questions/Addenda:** Questions arising regarding the proposal or requesting clarification of the RFP must be submitted in writing prior to the close of business on Wednesday, January 5, 2021
- 1.3 Finalist Presentations:** Finalists will be named on Thursday, January 13, 2022. All finalists must be available to present their proposal on Friday, January 14, 2022.
- 1.4 Cost of Preparing the Proposal:** the cost of developing and submitting the proposal is the

responsibility of the potential vendor. This includes the costs to determine the nature of the engagement, preparation of the proposal, submitting the proposal, negotiating for the contract and all other costs associated with the RFP. All responses will become the property of Project NOW and will become a matter of public record, by request, subsequent to the signing of the contract or rejection of all bids.

**1.5 Evaluation and Format of Proposals:** Award shall be made in the best interests of Project NOW. Consideration may focus toward but is not limited to:

- **Components**
- **Technical Support and Service**
- **Price and Analysis**
- **Training**
- **Other**

To maintain a consistent basis on which to evaluate all proposals, the proposals should include the following structure:

- a) Signature Sheet (See Appendix A)
- b) Table of Contents
- c) Executive Summary
- d) Hardware Specifications
- e) Software Specifications
- f) Details of technical support and services infrastructure
- g) Pricing Details
- h) Experience and references

**1.6 Acceptance or Rejection:** Project NOW reserves the right to accept or reject any or all proposals or part of a proposal; to waive any informalities or technicalities; clarify any ambiguities in proposals; modify any criteria in this request; and unless otherwise specified, to accept any item in a proposal.

**1.7 Contract:** The successful vendor will be required to enter into a written 60-month contract with Project NOW. The vendor agrees to accept the provisions of the "Notice to Bidders" which is incorporated into contracts with Project NOW and is attached to this RFP.

**1.8 Contract Documents:** This RFP and any amendments shall be incorporated into the written contract, which shall compose the complete understanding of both parties. In the event of a conflict in terms of language among documents, the following order of precedent shall be given:

- Written modifications to the executed contract.
- Written contract signed by the parties.
- This RFP including any and all addenda; and
- Contractor's written proposal submitted in response to this request as finalized.

## Notice to Bidders

Items listed below apply to and become a part of the terms and conditions of this RFP unless superseded by any supplemental specifications or conditions enclosed or attached; in which case the attached or enclosed conditions will prevail.

- 1) Project NOW takes all necessary affirmative steps to assure minority businesses, women's business enterprises and labor surplus area firms are used when possible.
- 2) Proposals should be submitted in the order requested. Proposals must be received on or before the time and date specified. Late proposals may be disqualified. Please include detailed specifications and information requested on all proposed items. Failure to include information may result in the vendor's proposal being considered not meeting the required bidding specifications.
- 3) Proposals cannot be altered or amended after opening. Proposals may be withdrawn prior to opening at the vendor's request.
- 4) It is not the policy of Project NOW to make a selection based on lowest bid or lowest price alone. In evaluating the proposals submitted, price, service, responsiveness to the RFP's instructions and conditions. And bidder's qualifications will all be considered. Project NOW reserves the right to reject all proposals, and in particular, reject a proposal not accompanied by data required by the bidding documents or a proposal in any way deemed incomplete, irregular or non-compliant.
- 5) Price quoted should be F.O.B. destination, inside delivery. The proposal must clearly state the number of days required to deliver the product to each specified location. Failure to state delivery times obligates the bidder to make the delivery in thirty (30) days. Delivery shall be made during normal business days and normal business hours.
- 6) The use of a brand name is for the purpose of describing a standard of quality, performance, and characteristics desired and is not intended to limit or restrict competition. Proposals on items equal to or superior to the above are invited, but bidders must submit complete specifications and descriptive materials in order to have their proposals considered. Failure to submit adequate printed documentation with the proposal may result in the determination of the proposal being considered incomplete and non-responsive.
- 7) Please state how long the proposal prices will remain in effect after the proposal has been awarded. Failure to do so will allow prices to remain in effect until final proposal award and the contract has been completed.
- 8) Envelopes containing proposals must be marked to indicate the name of the bidder and the proposal name "2022 Copier RFP"
- 9) If the supplier refused or fails to make deliveries of the materials or supplies within the time specified on the face of the RFP or the subsequent purchase order, Project NOW may, by written notice, terminate the right of the supplier to proceed with deliveries on such part or parts thereof as to which there has been delay.
- 10) Supplier shall certify and warrant that goods, personal property, channels and equipment sold and delivered are free and clear of any and all liens or claims of liens for materials or services.
- 11) All items must be properly packed or crated to ensure delivery in good condition, and in accordance with instructions listed on the face of the RFP or purchase order if any.
- 12) Rejected items will be held at the seller's risk and expense. No replacement of defective items shall be made by the seller unless agreed to by a Project NOW representative in

writing.

- 13) Payment of the seller's invoice is subject to adjustment for any shortage, or for rejection of any item or items.
- 14) Neither party will be held responsible for nonperformance or delay caused by acts of God, natural disasters, vandalism, war, or other considerations beyond its control. Vendor shall be held accountable for manufacturers' delays in providing equipment or services proposed under this agreement.
- 15) Contract may be amended at any time, by mutual consent of the parties. Any amendment must be in writing, signed by authorized representatives of both parties.
- 16) Vendor shall be responsible for the performance of its employees, agents, and subcontractors.
- 17) Vendors shall provide emergency telephone numbers of key contract personnel who are familiar with the project scope and status.
- 18) No work shall be performed without an appropriately executed purchase order or change order.
- 19) Should the awarded contractor be sold, merged or dissolved at any time during the contract period, Project NOW shall retain the right to withdraw and cancel ant/all contract agreements without recourse from the original contracted entity. In such case, Project NOW may solicit proposals for services from eligible firms.
- 20) Vendor must be licensed to do business within the State of Illinois.
- 21) Winning Vendor must carry general liability insurance. \$1,000,000 of general liability coverage is recommended; \$500,000 is the minimum required.
- 22) Winning Vendor must carry worker's compensation insurance.
- 23) Winning Vendor must submit a W-9 form before any payments may be made.

## **Proposal Instructions**

- 2.1 Submission of Proposals:** Vendor's proposal shall consist of the technical proposal, including literature and other supporting documents.

Vendor's proposal in an envelope or other container, shall be received until **3:00pm CST on, January 11, 2021**, addressed as follows:

**Project NOW  
419 18<sup>th</sup> Street  
Rock Island, IL 61201  
2022 Copier RFP  
Attn: Katie Resig**

Bids may also be email to [kresig@projectnow.org](mailto:kresig@projectnow.org). Faxed or telephoned proposals are not acceptable.

Late proposals may be disqualified and not receive consideration.

- 2.2 Signature of Proposals (Appendix A):** Each proposal shall give the complete mailing address of the vendor and be signed by an authorized representative by original signature with his or her name and legal title typed below the signature line. Each proposal shall include the vendor's social security number or Federal Employer's Identification Number.

- 2.3 Modification of Proposals:** A vendor may modify a proposal in person, by letter, or by electronic mail, at any time prior to the closing date and time for receipt of proposals by contacting Katie Resig.
- 2.4 Withdrawal of Proposals:** A proposal may be withdrawn on written request from the vendor to Katie Resig, the Special Projects Director of Project NOW prior to the closing date.
- 2.5 Notice of Award:** The vendors with the top proposals may be asked to present their proposal before Project NOW on Friday, January 14, 2022. The Project NOW team will present their analysis of finalists to the Board of Director's for approval and notice of award will be provided no later than the close of business on Friday, January 28, 2022. An award will only be made after Project NOW approval and the execution of the written contract by all parties. Only Project NOW is authorized to issue newsreleases relating to this RFP, its evaluation, award and/or performance of the contract.
- 2.6 Competition:** The purpose of this RFP is to seek competition. The vendor shall advise the Special Projects Director of Project NOW if any specification, language, or other requirement inadvertently restricts or limits bidding to a single source. Notification shall be in writing and must be received by the Special Projects Director no later than five (5) business days prior to the bid closing date. The Special Projects Director reserves the right to waive minor deviations in the specifications that do not hinder the intent of this RFP.

## **Scope of the Proposal**

- 3.1 Purpose of the RFP:** The purpose of this document is to provide information and pricing on products and companies offering copiers/digital duplicator machines and color printers. Project NOW intends to use the results of this process to administer a contract for a five-year lease for equipment to service copier and printing needs at various locations. The award of this contract shall take place in January 2022 and the installation of machines shall take place in April or May of 2022. Operator training shall begin upon award and be continuous over the lease term.
- 3.2 Scope:** Project NOW is conducting this RFP to solicit proposals from interested parties for copiers/printers that include the following locations. The chart below will identify the Project NOW site by name; Address; model number of current equipment and current numbers of equipment at that location:

**Project NOW Current Deployment of Equipment & Volumes**

Location	Address	Make	Model	current ppm	Meter type	Monthly avg. (12mo.)	Meter type	Monthly avg. (12mo.)
Admin - Main (2nd floo+A3:K20r)	418 19th Street, Rock Island 61201	Toshiba	T3505ac	35	Black	2494	Color	751
Admin - AP (2nd floor)	418 19th Street, Rock Island 61201	HP	HP3015dn	40	Black	8439		
Admin - HR (2nd floor)	418 19th Street, Rock Island 61201	HP	HP3015dn	40	Black	2000		
CS - Reception	418 19th Street, Rock Island 61201	Kyocera	M3550idn	50	Black	8775		
CS - PA Area	418 19th Street, Rock Island 61201	Kyocera	KM3540idn	40	Black	2274		
CS - Homeless	418 19th Street, Rock Island 61201	Kyocera	M2640idw	40	Black	3848		
CS - Outreach LIHEAP	418 19th Street, Rock Island 61201	Toshiba	T3008a	30	Black	6582		
CS - Remote Outreach Aledo	605 ½ SW 3rd St, Aledo	Kyocera	M3550idn	50	Black	3184		
CS - Remote Outreach Kewanee	1126 W Mill St, Kewanee	Kyocera	M3550idn	50	Black	1850		
Head start Colona	700 1st St. Colona School	Kyocera	M3655idn	57	Black	1550		
Head start East Moline	499 27th Street, East Moline IL	Kyocera	M2635dw	37	Black	341		
Head start East Moline	499 27th Street, East Moline IL	Toshiba	T3505ac	35	Black	6509	Color	3765
Head start Florencia	350 3rd St, Moline	Kyocera	M3550idn	50	Black	1013		
Head start Kewanee	109 S Elm St Kewanee	Kyocera	M3550idn	50	Black	3014		
Head Start Moline	4251 11th Ave Moline	Kyocera	M3550idn	50	Black	1162		
Housing	2000 3rd Ave, Rock Island, IL	Kyocera	M6535CIDN	35	Black	1427	Color	1590
Senior Center	2221 11th Street, Rock Island 61201	Kyocera	M3550idn	50	Black	11175		
Senior Center	2221 11th Street, Rock Island 61201	Kyocera	M2640idw	42	Black	2438		

### 3.2

#### Desired Copiers & Capabilities:

Location	Wanted specifics	Style (see below)
Head start East Moline	Ledger	1
Admin - Main (2nd floor – no elevator)	Can replace with a slightly smaller option Ledger printing not needed.	2
CS - PA Area (2nd floor – no elevator)	Larger - B&W & fax	3
CS - Outreach LIHEAP	High Capacity	3
Housing	Color & Ledger needed	4-A
Head start Kewanee	Color needed	4
Head Start Aledo	Color – new - 1109 SE 3 <sup>rd</sup> St, Aledo, IL	4
Senior Center	Color needed	4
CS - Reception	want higher capacity & fax	5
Admin - HR (2nd floor – no elevator)	Scanning needed	6
CS - Homeless		6
CS - Remote Outreach Aledo		6
CS - Remote Outreach Kewanee		6
Head start Colona		6
Head start East Moline		6
Head start Floreciente		6
Head Start Moline		6
Senior Center		6
Admin - AP (2nd floor – no elevator)	Must have a manual tray to feed checks	7

Style:	1	2	3	4 - A	4	5	6	7
Locations	HS	Admin	CS - up CS - OR/L	Housing	HS - K HS - A SC	CS - reception	Admin - HR  CS - Homeless CS - Aledo CS - K HS - Colona HS EM HS FL HS Moline SC	Admin - AP
Copy	x	x	x	x	x	x	x	
Print	x	x	x	x	x	x	x	x
Scan	x	x	x	x	x	x	x	
Fax Capable	x	x	x	x	x	x		
Color	x	x		x	x			
High Capacity – copy & print at greater than 50 PPM						x		
Letter	x	x	x	x	x	x	x	x
Legal	x	x	x	x	x	x	x	x
Ledger	x			x				
Manual Tray Feed (Checks)								x
Large capacity letter trays (1000-1500)	x	x	x			x		
Duplexing	x	x	x	x	x	x	x	x

Copiers in categories 1-6 should have the following capabilities:

- Advanced Security Protocols
- User Codes
- Interrupt Mode / Delayed Print Mode (this may not be needed for all machines, please ask for more details if it would impact device selection)
- Scan to computer/ server
- Scan to email
- Windows Server and Windows 10 compliant

**3.2-c System Components:** The cost for networking copiers/printers shall be included in the price. Project NOW should not have to purchase additional software to be able to print or scan.

Machines shall be compatible with Windows server 2012 and 2016 and Windows client versions and 10, and able to print Microsoft Office and pdf files from the Windows environment.

Electrical requirements standard 3 prong 110v for the equipment and Data requirements are 10/100/1000 Cat5e with RJ45 connectors.

Toner, drums, and other supplies shall be included in the cost of copier lease. Staples and paper will be paid by Project NOW.

**3.3 Service:** Project NOW is interested in proposals that include vendor provided services such as:

- 3 tier color pricing (if available)
- Training and service/maintenance calls shall be provided at no additional cost.
- Training for key operators shall occur before installation
- Retraining shall be available at the time of installation or as requested by Project NOW throughout the term of the contract.
- Supplies are delivered to Project NOW as needed with no additional charge.
- Technical support will be same day as service call is placed unless service call is placed after 3:00pm.
- Vendor shall place a "loaner" machine in buildings if machines are not repaired, or if Project NOW has had three or more service calls in the same week for the same problem.
- Remote management of devices
- Equipment pickup at no charge at the end of lease
- OEM preventative maintenance at scheduled cycles
- No minimum of maintenance while under lease
- Firmware and software updates included
- Replacement guarantees at no charge
- Advanced security protocols embedded in devices, set and secured
- Meter reading should be automatically submitted on a monthly basis.

## Evaluation of the Proposal

**4.1 Pricing:** Please provide information on the initial cost, maintenance, and any other pertinent information.

**4.2 Technical:** Please provide a technical description of your proposed equipment. The systems provided by vendor should be new equipment capable of handling estimated quantities. Descriptions should include size, electrical and usage requirements.

**4.3 Implementation Time:** Please provide information about the average implementation time it will take your firm to deliver and install and train staff at all Project NOW locations. Please be as specific and as detailed as possible.

**4.4 Support Services:** Please provide information about the technical and non-technical support features of your proposed solution. Where applicable, please include information about such issues as:

- Training
- Technical Support
- Maintenance
- Implementation Services
- Loaner Copiers

**4.5 Vendor's Qualifications:** The vendor must include a discussion of the vendor's corporation. The discussion should include the following:

- Date Established
- Ownership
- Number of personnel, full time; part time; assigned to this type of project by function and job title.
- Qualifications of staff
- Organizational Chart

**4.4 Experience:** Each vendor must submit a list of three (3) customer references that have purchased/leased and used the proposed equipment. Reference listing should include the mailing address, email address, telephone numbers and the name of the individuals to contact. Vendor shall have acceptable experience of successfully providing services described in this FFP to clients whom have similar requirements, scope of service(s) and quantities as those of Project NOW. Project NOW shall be the sole judge as to what is acceptable experience.

## Appendix - A Signature Sheet

### 2022 Copier FRP

Item: Copier/Printer Proposal

I hereby certify that I (we) do not have any substantial conflict of interest sufficient to influence the bidding process on this proposal. A conflict of substantial interest is one that a reasonable person would think would compromise the open competitive bid process.

I also acknowledge that some of the data I (we) may become privy to in the performance of this bid and proposed contract is of a confidential nature and I (we) shall make all reasonable efforts to ensure that no such confidential information is disseminated or left exposed to unauthorized access by my employees. I agree to maintain such information in confidence and not to reproduce or otherwise disclose this information to any person outside the group directly responsible for responding to its contents.

Legal Name of Person, Firm or Corporation \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

FEIN Number \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Typed/Printed Name of Signature \_\_\_\_\_ Title \_\_\_\_\_

If awarded a contract and purchase orders are directed to another address other than above, indicate mailing address and telephone number below:

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_