

**Request for Proposal - RFP**

Dear Sir or Madam,

Catholic Relief Services (CRS) is issuing a Request for Proposals (RFP) for Managed Print Service vendors to supply large and small multifunctional printers and a Managed Print Services solution under an aggregate agreement. The attached RFP contains all of the necessary information for interested bidders.

Companies or organizations may indicate their interest in submitting a proposal for the anticipated contract by sending an email indicating their intention to Catholic Relief Services, Attn: Michele Dockery, 228 W. Lexington St, Baltimore, MD 21201 by July 16, 2019, reference RFP # PC25704FY19.

CRS realizes that Bidders may have additional questions after reading this RFP. Interested Bidders can submit their questions to: michele.dockery@crs.org & tony.russell@crs.org according to the instructions in the RFP.

This RFP does not obligate CRS to execute a contract nor does it commit CRS to pay any costs incurred in the preparation and submission of the proposals. Furthermore, CRS reserves the right to reject any and all offers, if such action is considered to be in the best interest of CRS.

Sincerely,

Michele Dockery

Request for Proposals

**RFP #PC25704FY19**

For Managed Print Services & Printer Consolidation

Contracting Entity: Catholic Relief Services (CRS]

228 W Lexington St

Baltimore, MD 21201

**RFP Table of Contents**

**Section I: General Information**

1.0 Introduction & Purpose

* 1. Offer Deadline
  2. Bidding Cost
  3. Submission of Offers
  4. General Requirements
  5. Conflict of Interest
  6. Source of Funding
  7. Chronological List of Proposal Events
  8. Validity Period
  9. Negotiations
  10. Amendments
  11. Rejection or Award
  12. Protest
  13. Confidentiality
  14. Evaluation and Basis for Award

**Section II. Required Proposal Documents & Technical Proposal**

2.0 Supplier Questionnaire

2.1 Cover Letter

2.2 Executive Summary

2.3 Company Overview

2.4 Technical Proposal

2.5 Financial Proposal

2.6 Trade In Printers

**Section IV. Annexes**

Annex 1 – Supplier Questionnaire

Annex 2 – Supplier Code of Conduct

Annex 3 – Printer Trade in Inventory

Annex 4 – CRS Terms & Conditions

**Section I. General Information**

**1.0 Introduction & Purpose**

Catholic Relief Services (CRS), an international not for profit non-governmental organization founded in 1943 by the Catholic Bishops of the United States to serve World War II survivors in Europe. Today, it is the official international humanitarian agency of the U.S. Catholic community. It provides support to impoverished and disadvantaged people in over 100 countries overseas based solely on need, regardless of their race, religion or ethnicity. Within the United States, CRS engages Catholics to live their faith in solidarity with the poor and suffering of the world. CRS works with individuals, dioceses, parishes, schools and organizations throughout the United States to offer Catholics at home concrete ways to contribute to the progress of the world by helping the poorest and most vulnerable overseas.

The intent of this Request for Proposals (“RFP” or “Solicitation”) is to provide Managed Print Services vendors an opportunity to present their qualifications, experience, and conceptual approach to providing the scope of services in relation to the needs of CRS for our headquarters office located in Baltimore, Maryland.

CRS is seeking a Managed Print Services solution to consolidate and optimize the current printer fleet environment. The overall goals of the project include the following:

* Decreasing the Total Cost of Ownership (TCO) of devices
* Increasing and optimizing the efficiency of device use
* Providing a secure platform for printing sensitive documents
* Increasing green initiatives and providing an eco-friendly print environment

It is intended that one (1) contract will result from this Solicitation. Any Contract arising from this RFP action shall commence on the date the Contract is executed on behalf of CRS, or such other date as CRS and the Contractor shall agree. The initial term of the Contract is anticipated to start on or around August 22, 2019 through August 22, 2021. There will be a two (2) year duration with the option to renew for one (1) year.

Questions must be submitted in writing via email and reference RFP #PC25704FY19. Questions are due by July 18, 2019. Inquiries will receive a written reply. Copies of replies will be sent to all other Offerors, but without identification of the inquirer. All such questions and inquiries must be received by the date and time as outlined. Late proposal submissions will not be accepted. The time on the “sent” email from the Proposer will be used to determine timeliness.

**1.1 Offer Deadline**

The deadline for receiving proposals is August 8, 2019. Bidders shall submit their proposals by email only to: Email address: [michele.dockery@crs.org](mailto:michele.dockery@crs.org) & [tony.russell@crs.org](mailto:tony.russell@crs.org).

Email headers must include RFP reference number: PC25704FY19.

Bidders are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Late offers may not be considered.

**1.2 Bidding Cost**

Bidders are solely responsible to carefully examine all provisions of this RFP. Failure to do so will be at the bidder’s sole risk and expense. Any patent ambiguities or inconsistencies in the RFP will be resolved against a bidder if it fails to seek clarification of the same prior to award.

**1.3 Submission of Offers**

Separate technical and financial proposals must be submitted by email no later than the time and date specified in I.1.0 The proposals must be submitted to the point of contact designated in I.1.0.

The Bidder must submit the proposal electronically compatible with Adobe Portable Document (PDF) and MS Excel format in a Microsoft XP environment. Bidders must not submit zipped files. Those pages requiring original manual signatures should be scanned and sent in PDF format as an email attachment. All bids must be in the English language. Proposals must follow the numerical order of requirements as presented within this RFP. Individual sections must be identified with the corresponding numbers and headings used herein. Responses must also include a corresponding table of contents.

Bids may not be altered, corrected, supplemented or withdrawn after the Last Bid Receipt Date, except that CRS, at its sole discretion, may permit correction of arithmetic errors, transposition errors, or other clerical or minor mistakes. Other than the mistakes listed in the previous sentence, no mistakes alleged by a bidder after the Last Bid Receipt Date will be permitted to be corrected. Nevertheless, if deemed necessary, CRS may ask, in writing, a bidder for clarification or explanation.

**1.4 General Requirements**

CRS anticipates issuing a contract to a successful bidder which can supply a Managed Print Service to our Baltimore, Maryland office.

CRS may elect to hold vendor demonstrations.

The Bidder must verify that it does not appear on:

1) The website of the System for Award Management (SAM) formally known as the Excluded Party List System (EPLS): <https://www.sam.gov>;

2) The website of the United Nations Security (UNSC) sanctions committee established under UNSC Resolution 1267 (1999) (the “1267 Committee”): <http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml>,

3) The Office of Foreign Assets Control Specially Designated Nationals and Blocked Persons List <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>

**1.5 Conflict of Interest, Anti-bribery and Anti-Corruption Statement**

Our CRS values and guiding principles commit us to avoid conflict of interest, and to never accept any form of fraud or corruption in compliance with operational regulations.

It is the policy of CRS that no vendor shall take any action or make any statement intended to influence the action of a CRS employee, to benefit the personal interest of the employee or the employee's family members, rather than the interest of the agency.

CRS employees shall not solicit, request, accept, or agree to accept any significant gift from a CRS partner or prospective partner. A significant gift is defined as any tangible item, service, favor, credit, or discount of value, not available to others, that could influence decisions and actions. No monies are to be accepted as a personal gift for any reason whatsoever.

**1.6 Source of Funding**

Any contract resulting from this RFP will be financed by CRS’ own resources, foundations, and other sources.

**1.7 Chronological List of Proposal Events**

The following calendar summarizes important dates in the solicitation process. Bidders must strictly follow these deadlines.

RFP published July 12, 2019

Intention to bid July 16, 2019

Deadline for written questions July 18, 2019

Question responses July 25, 2019

Proposal due date August 8, 2019

Contract award (estimated) August 22, 2019

Project completion including invoicing (required deadline) September 30,2019

The dates above may be modified at the sole discretion of CRS. Any changes will be published in an amendment to this RFP.

**1.8 Validity Period**

Bidders’ proposals must remain valid for 90 calendar days after the proposal deadline.

**1.9 Negotiations**

CRS reserves the right to conduct post-iterative negotiations. If deemed an opportunity, CRS reserves the right to make separate awards per component or to make no award at all.

**1.10 Amendments.**

If at any time prior to award, CRS determines there to be a need for a significant 0modification of the provisions of the RFP, CRS will issue a written amendment to all potential suppliers. No oral statement of any person shall, in any manner, be deemed to alter or otherwise affect any term or condition of this solicitation, and no supplier shall rely on any such statement.

**1.11 Rejection or Award.**

CRS reserves the right to reject any and/or all proposals for any reason. CRS also reserves the right to accept any tender in whole or in part and to contract on any of the terms offered or on different terms.

Upon award and execution of a contract under the RFP, CRS will notify unsuccessful bidders. CRS will not be bound by any award notice issued under this RFP until a contract is duly signed and executed with a bidder.

**1.12 Protest**

Bidders agree that any protest to this request for proposals must be presented in writing with a full explanation of the Bidders’ concerns to CRS for consideration. At its sole discretion, CRS will make a final decision on the protest.

**1.13 Confidentiality**

The contents within this document are considered confidential and should be shared with relevant members of your team (staff, consultants or advisors) on a need to know basis. Bidders are responsible for any breaches originating from their Team.

Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.

**1.14 Evaluation and Basis for Award**

A contract will be executed with the Bidder whose proposal is determined to be responsive to this solicitation document, meets the eligibility criteria stated in this RFP, that is determined to represent the best value to CRS.

Specify length, start date and end date of the contract, and the options for renewal.

All proposals submitted in response to this RFP will be evaluated by CRS/Global Supply Chain Management (GSCM) personnel. GSCM will judge the merit of proposals received in accordance with the evaluation criteria described below.

The evaluation will be a four-stage process consisting of:

1. Ability to Meet Specifications
2. Price and Support
3. Service
4. Training

PROPOSAL RANKING SHEET

**EVALUATION CRITERIA**

Evaluation Criteria Maximum Score

Points

1. Ability to Meet Specifications: 30 \_\_\_\_\_\_\_\_

Evaluate the Bidder’s response to requested

specification minimums. Consider the value to the

organization of any increased specifications, as well

as any specifications not met.

1. Price and Support 35 \_\_\_\_\_\_\_\_

Evaluate the Bidder’s cost proposal for purchase

of the machine, as well as for the ongoing maintenance

contract costs.

1. Service: 25 \_\_\_\_\_\_\_\_

Evaluate the Bidder’s guarantee of service timing,

as well as qualification of the service technicians assigned

to CRS.

1. Training: 10 \_\_\_\_\_\_\_\_

Consider the ability to meet or exceed the needs of CRS

in providing training for the operation of the machines.

Ranked By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ TOTAL

POINTS \_\_\_\_\_\_\_\_

100

**Section II: Required Proposal Documents & Technical Proposal**

**2.0 Supplier Questionnaire**

In addition to the information requested in the Supplier Questionnaire (Annex 1) please include the following documents in your submission:

* Cover Letter
* Executive Summary
* Company Overview
* Proposal with reference to RFP#PC25704FY19.
* Copy of trade license, or equivalent document.
* Copy of certificate of authorization to act as an Agent on behalf of the manufacturer.
* References

# **Cover Letter**

Limit the cover letter to two pages or less. Specify the vendor’s primary point of contact.

# **Executive Summary**

Succinctly outline the proposed solution. Introduce the differentiating elements of your Managed Print solution. Limit the Executive Summary to two pages or less.

* 1. **Company Overview**
* Provide a general description of the company, a statement regarding stability, and an overview of the organizational structure.
* Describe the company resources dedicated to development, enhancement, management, and support of the solution software and application offerings.
* List recent awards and other indicators of industry leadership.
* Do you have a product roadmap? What features and functions are in your organization’s roadmap?
* Do you have an application strategy with readily available apps? What apps do you have available today benefiting customers?
* Describe the organization’s expertise in this market.
* Provide a list of recently completed projects or implementations, preferably in the same or similar industry.

Catholic Relief Servicesreserves the right to contact the references listed and, if necessary, request additional references from respondents.

**2.4 Technical Proposal**

The Managed Print Services (MPS) will include maintenance and support of purchased devices through the awarded vendor. Proposals are not limited to any particular brand. Managed Print Services solution will include an operational solution to procure, maintain and support a managed print fleet.

* Outline the annual costs for licensing, support, and maintenance agreements, first year.
* Define your support/maintenance contract structure and provide a five (5) year cost projection for continued support and maintenance.

**Note:** Quoted amounts should use the following estimates for pricing:

Monthly prints:

Black & White – 64,000

Color – 16,000

Please detail how overages will be handled as this is an estimate of print volumes

# Solution Requirements

1. Hardware

|  |  |  |
| --- | --- | --- |
| **TYPE** | **SPECIFICATIONS** | **QUATITY** |
| Large MFP | * Speed: 40-60 ppm color | 65-90 ppm black * Paper capacity: minimum 2,000 sheets letter * Finishing options: staple, 3-hole punch * Scan: Yes—to email, pulling addresses via LDAP * Fax: Yes * Secure printing | 10 |
| Small Print Station (Mono) | * Speed: 65-90 ppm black * Paper capacity: minimum 2,000 sheets letter * Finishing options: None * Scan: No * Fax: No * Secure printing | 18 |
| Small Print Station (Color) | * Speed: 40-60 ppm color | 65-90 ppm black * Paper capacity: minimum 2,000 sheets letter * Finishing options: None * Scan: No * Fax: No * Secure printing | 4 |

1. Solution

The Solution will include support of all Multi-Function Devices outlined in the above Hardware section purchased through the awarded vendor. Support services will include but are not limited to:

* Project Management - Vendor will provide a single point of contact for managing the entire printer environment and project
* Break/Fix Services - Vendor will dispatch certified printer technicians based on agreed upon SLA during regular business hours, 8am - 5pm Monday – Friday
* Phone and Email Support - Vendor will provide unlimited phone and email support during regular business hours from Monday – Friday 8:00am - 5:00pm EST
* MFP Requirement
  + MFPs must be usable as general-purpose printers from a Windows 10/Server 2008 & MAC environment. Duplex capability is required.
  + MFPs need to share a single style of user interface, to eliminate need for staff training on multiple machines.
  + Capability to control installed hardware remotely.
  + Ability for mobile printing Eg. Cellphone or tablet.
* Client Facing Web Based Portal - which may include, but is not limited to, the following features:
  + Number of audited devices by month, week and day
  + Model
  + Serial number
  + IP Address
  + Mac Address
  + Location of device
  + Identification of restricted devices due to PII
  + Access to reporting capabilities as shown below under the Reporting Capabilities section
* Maintenance - The Solution will include maintenance of all Multi-Function Devices included in the CRS Printer Fleet. Maintenance services will include, but are not limited to, consumables, parts and labor listed below:
  + Consumables
    - Toner (must be Original Equipment Manufacturer - OEM for all printers on contract)
    - Drums
    - Maintenance Kits
    - Other consumable parts
  + Parts
    - Fuser units
    - Transfer kits
    - Rollers
    - Paper guides
    - Other miscellaneous parts
  + Labor/Delivery
    - Monitor Toner consumption and automatically ship toner when device reports toner below 20%
    - Shipment of consumables and parts
    - Recycling of consumables and parts
* Training - Vendor will provide in-depth training on the devices procured through the awarded vendor. It will be tailored to user roles, preferably provided virtually and on-demand, as needed by the agency.
  + End-user training can be ongoing and can include any feature offered in the device manual.
  + Technician training should be limited to a mutually agreeable number of sessions per year and will allow CRS technicians to provide the first point of triage before escalating an issue to the vendor.
* Secured Printing - Vendor shall provide:
  + a secure, “follow-me” printing solution or tool that will allow staff to retrieve print jobs from an accessible device within the network
  + Secure Printing solution or tool that utilizes existing CRS access HID cards
  + Ability to restrict users and delegation of job release (ex Admin on behalf of VP)
    - Provide an outline/visual of technical solution (design) and include authentication/access methods
  + Ability to limit page/prints
  + Ability to route job to in-house print services department (when page limit is reached)
  + Ability to view job queue before printing and ability to delete those no longer needed
  + Ability to hold jobs in queue for specified period of time and then delete once reached
* Add-on Applications
  + Scan-to OneDrive
  + San-to SharePoint
* Service Level Requirements- Describe how you will meet, at a minimum, the Service Level Agreement (SLA) as defined below:
  + Performance Categories Performance will be based on acknowledgement time, response time and resolution time. Vendor will use the following definitions as the core of their service level agreement (SLA) with CRS:
    - Acknowledgment Time- indicates time to acknowledge maintenance and support requests through email, phone or system used for tracking and managing incidents. Acknowledgment includes written confirmation.
    - Response Time – indicates time to accept, arrive onsite, and begin work on service request providing no security/access delays or extreme circumstances beyond control of Vendor.
    - Resolution Time – indicates time to resolve the problem stated on the ticket with a start time beginning at initial escalation and assignment. Closing/resolution includes all items that are within scope of vendor responsibilities.

Maintenance & Support Service Level Agreement (SLA)

|  |  |  |  |
| --- | --- | --- | --- |
| Priority Level | Acknowledgement Time | Response  (arrive on-site) | Resolution  (return device to functional standards) |
| Critical | 30-60 mins | 4-8 hours | 1-2 business days |
| Standard | 60 mins | 1 business day | 3 business days |

NOTES:

Consumable and Parts– must be delivered within listed SLAs and must be OEM (Original Equipment Manufacturer).

Vendor must include in their proposal all software terms and conditions (i.e., Privacy Policy’s, End User License Agreement’s or License Agreements) that are associated with the use of the proposed software.

Reporting Capabilities: Vendor must be able to provide detailed billing/consumption by device to include color vs b/w prints by individual and by department.

# Deliverables

Vendor will provide monthly reports to CRS within 5 days of the closure of each month, in Excel format via email to the CRS Project Coordinator, that will monitor the success of the program, as well as identify opportunities or problem areas that need attention. Examples of these reports include, but are not limited to:

* Number of service calls per device
* Mean time to resolution per device
* Consumable usage
* Part replacements and other repairs documented
* Itemized incidents with creation date, acknowledgement, response, and resolution times
* Provide a scheduled report on how you are meeting/not meeting the agreed to SLA’s

Vendor will meet with the CRS on a quarterly basis for review of all service reports, SLAs, and billing/consumption reports.

**2.5 Financial Proposal**

Respondents must provide itemized and total costs of proposed services.

* + 1. Itemized costs should include but not be limited to:
       1. All per page (or per click) costs for Multifunction Devices
       2. Usage charges to be clearly stated for various potential output types including but not limited to, FAX, Copy, Print, Scan, Color, B&W, etc.
       3. Software Costs
       4. Hardware Costs
       5. Training
       6. Maintenance
       7. Customizations
    2. Vendor will provide pricing based on a concurrent pricing configuration for all items listed.
    3. Vendor should itemize pricing for optional or individual modules that may or may not be selected.
    4. The vendor should note any special circumstances or limitations on the pricing provided.
    5. Vendor should provide a service on a yearly basis that would evaluate CRS’ print use and propose ways for CRS to lower costs.

**2.6 Trade-In Printers**

CRS requests bidders to establish a plan for the physical trade-in of current network equipment, including extraction. See Annex 3 for a complete list of available network printers.

**Section IV. Annexes**

Annex 1 - Supplier Questionnaire

Annex 2 – Supplier Code of Conduct

Annex 3 – Printer Trade in Inventory

Annex 4 – CRS Terms & Conditions