

**COPIER SERVICE CONTRACT
RFP# 18-COPIER-OF**

HOUSING AUTHORITY OF THE COUNTY OF LAKE, IL

**REQUEST FOR PROPOSAL
FOR
COPIER SERVICE**

RFP # 18-COPIER-OF

CLOSING DATE: May 11th, 2018 10:00 AM

No late proposals will be accepted.



Prepared By:

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PART I – GENERAL BACKGROUND INFORMATION

1.1 Introduction/Background Information

The Housing Authority of the County of Lake, IL (LCHA) is requesting qualifications from qualified and experienced firms and/or individuals capable and ready to enter into a **Copier Service** contract to ensure timely responsive services for authority wide review. Primary location for to review to be located at:

LCHA Main Office: 33928 N US Hwy 45, Grayslake, IL 60030

ABOUT LCHA:

The Housing Authority of the County of Lake, IL (LCHA) is a corporation of municipal government governed by a five member Board of Commissioners. Our mission is to serve the Lake County community with housing opportunities and options. The LCHA has contractual relationships with the U.S. Department of Housing and Urban Development (HUD) from which it receives funds for program development and operation. The LCHA's principal sources of income are fees, grants, rental income, and investment income. The LCHA currently owns 495 units of Low Rent Public Housing, 20 subsidized units, and manages another 27 units for a local non-profit agency. The LCHA administers over 3076 vouchers through its Section 8 Housing Choice Voucher Program and acts as contract administrator for 304 units of Multifamily Section 8. The LCHA has a combined annual budget in excess of \$30,000,000. There are approximately 55 employees.

The Housing Authority of the County of Lake, IL will not discriminate against otherwise qualified persons because of disability in the admission, access to, treatment, or employment in its programs and activities. This policy is applicable to all programs and activities of the Housing Authority of the County of Lake, IL.

Scope of Services:

LCHA is seeking proposals from experienced Vendors to provide approximately 4 new multifunction digital copiers and 26 Desktop printers, related maintenance support services and software for these copiers and printers. Any agreement shall be for **60 months - (five years)** and cover equipment and software lease terms, placement, relocation as necessary, training, and maintenance support services terms. Copiers may be leased based on purchase price. Leases will be 60 months (five year) at a Fair Market Value (FMV) rate.

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In addition, Vendor is expected to utilize all available state and/or federal contracts (e.g. WSCA, etc.) in the pricing of the equipment and software/services to assure maximum cost reductions are provided to LCHA.

Numbers of devices may change upon walk-through and needs.

LCHA is seeking Proposals from experienced Vendors who sell, lease, maintain and support on approximately **57** new multifunction digital copiers, printers, and related software and maintenance support services to replace LCHA current copiers. **All digital copiers shall be newly manufactured within the last year from RFP date with no used or refurbished parts.** Number of devices may vary.

Key Roles for Project:

- Interim Deputy Director
- Modernization Coordinator
- IT Support – TEC Services
- Executive Assistant

General and Technical Requirements for Digital Copiers

All digital copiers shall be newly manufactured no more than 1 year from RFP date with no used or refurbished parts. All copiers shall include options for print, copy, scan and fax. Each of the copier location needs will determine the final equipment configuration and number units. The OEM shall provide specification sheets listing all accessories, features, functions and technical requirements of each model copier. Unless otherwise specified all digital copiers shall meet the following requirements:

Duplexing: All digital copiers shall require single-pass document feeders.

Paper: All digital copiers rated at a speed of 90 prints per minute (ppm) or faster are required to have the capability of printing on stock ranging from 20 lb. bond to 110 lb. index, on sizes letter (8 ½ x 11), legal (8 ½ x 14) and ledger (11 x 17).

Finishing: All digital copiers shall have full offset stacking and finishing (50 sheet stapling) capabilities as well as 3-hole punch for specific device and locations.

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Document Feeder: All digital copiers shall possess single-pass document feeder, with a minimum capacity of 50 sheets of 20 lb. bond paper.

Bypass Tray: All digital copiers shall have a bypass tray for the

Enlarging: All digital copiers are to be capable of enlarging documents in preset increments to a maximum of 200%.

Paper Capacity: All digital copiers shall have the following paper capacity, using standard 20 lb. copy paper:

8 ½ x 11 paper supply- minimum of 1000 sheets

8 ½ x 14 paper supply - minimum of 500 sheets

11 x 17 paper supply - minimum of 250 sheets (may be an adjustable tray)

Network Printing: Digital copiers shall be capable of printing from any Windows PC, MAC, and IOS or any recognized mobile devices within LCHA network using an Ethernet TCP/IP protocol network connection. Identify whether or not printing is an optional feature and delineate all functions of this feature. If optional, identify all costs (i.e. equipment, software, servers, etc.) and technical requirements necessary to the operation of this feature. "Follow-Me" like capabilities is a requirement. Provide proposed design of equipment/software, etc. for "Follow-Me" capabilities. This solution should be compatible with Windows PCs, Macintosh Computers, and iOS. Solution must support RFID card authentication. LCHA staff already has RFID cards.

Scanning: Digital copiers shall be capable of color scanning to email/file. LCHA currently utilizes SMB, FTP, PDF, JPEG, and Single file TIFF capabilities; including CSV address book administration. Identify whether or not scanning to email or file is an optional feature and delineate all functions of this feature. If optional, identify all costs (i.e. equipment, software, etc.) and technical requirements necessary to the operation of this feature. In addition, single pass, dual sided scanning is required.

Fax: Digital copiers will require analog fax capabilities to send and receive faxes.

OEM Service Entity (Authorized Dealers)

If the OEM will not be the direct servicing entity, the OEM must provide a statement of support to commit all necessary products, services and resources to the

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designated authorized dealer(s) in order to fulfill the terms and conditions of the contract.

Requirements for Maintenance Support

Warranty Term: Vendor shall provide an equipment/parts and labor warranty for a minimum of 90 days. Vendor shall identify their warranty period.

Repairs under Warranty: The Vendor shall bear all material and labor costs for repair of equipment and defects and failure accruing within the warranty period.

Replacement under Warranty: If a copier does not perform to manufacturer's specifications during the warranty period, the OEM shall replace the unit(s) with a new copier of the same model.

Maintenance Agreement Term: The maintenance/service agreement shall commence upon signed maintenance agreement expiration of the warranty period and extend through the end of the contracted fiscal year (September 30). The Agreement with LCHA reserves the right to discontinue the Agreement at any time by giving 30 days written notice.

Repairs: On-call remedial maintenance shall be performed on an "as need" basis as determined by the LCHA staff. An adequate inventory of spare parts including waste container & toner must be kept onsite, to be available for repairs necessary to keep all copiers/duplicators running to meet the agreed upon SLA.

Response Time: Defined as the time interval between the problem call by the LCHA staff or electronic notice of failure monitoring software and the on-site arrival of a qualified maintenance service technician, the response time shall not exceed an average of four (4) same-day of normal working hours. Normal working hours are defined as 8:00 AM to 4:00 PM., Monday through Friday except holidays.

Loaner: If during a service call, it is determined that a copier/duplicator cannot be repaired in-place within maximum of forty- eight (48) hours from the time the service call is placed, another copier of like size and features is to be supplied at no cost to LCHA, other than the per-copy-charge.

Training: Initial training of LCHA personnel shall be conducted upon equipment installation and at no cost to LCHA. Any additional training shall be offered at no cost to LCHA.

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Technical Functions: Initial set up of LDAP capable scanning, printing and all other technical functions will be conducted upon equipment installation at no cost to LCHA. These functions will be reviewed annually and updated as provided in software maintenance agreements as needed at no charge to LCHA. The Vendor will also need to work with LCHA's technical team on implementation.

Performance and Meter Report: Vendor shall provide a monthly Performance and Meter Report on a proactive basis. The formatting of the Performance and Meter Report will be accomplished according to the needs of LCHA, however the Performance and Meter Report shall indicate at minimum the following information during the period for each unit in the fleet: unit identification number, building address, floor/room number, site name, address, number of copies, number of prints, number of service calls, number of preventive maintenance calls performed. The collection of meter reading must be automated. In addition, Vendor will be expected to participate in a quarterly or optionally monthly status meeting regarding service.

Contract Renewal Letter: Following contract term, an annual Contract Renewal letter shall be provided by Vendor 60 days prior to term and for each copier. The formatting of the Contract Renewal letter will be accomplished according to the needs of LCHA, however, the letter shall indicate at minimum the following information: unit identification number, current purchase order number, cost per copy for the upcoming fiscal year, actual number of copies/prints for previous 12-month period and the total maintenance estimate for the upcoming fiscal year, and the lease payment amount if applicable.

Network and Technical Requirements

Protocol: Networked digital copiers must be capable of connecting to LCHA network using the TCP/IP protocol.

Network Printing: Each networked digital copier shall allow printing from any Windows, MAC laptop/Desktop as well as any LCHA recognized mobile devices (IOS/Android) within LCHA network and allow for printing via Apple Air Print or Wi-Fi. It is also preferred to have a single print driver capable digital copier that can also recognize prescribe language

Electrical Requirements: The Vendor shall specify all electrical requirements, including the necessity for special electrical receptacles, dedicated circuits, etc. Each copier shall be equipped with a power inverter

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with capabilities/specs equal to or better than an ESP D513NT line conditioner 120/15.

Software Requirements

LCHA utilizes Microsoft Active Directory. Any proposed software solution must be compatible with this environment.

System Administration: A dashboard is desired for locally identified LCHA personnel to track and maintain alarms as well as tracking and monitoring equipment repair status.

Pricing Requirements

Leases Billed Monthly in Advance: Vendors shall provide the purchase price on which the equipment lease is based. The equipment lease pricing shall be based on a 60-month (5-year) term Fair Market Value (FMV) billed monthly in advance. A master equipment lease agreement may be developed at contract execution.

Maintenance Agreement Pricing: Maintenance agreement pricing shall include all maintenance, repairs, parts and consumable supplies, shipping costs, including toner, masters, developer and staples (except paper). Increases in maintenance agreement pricing, if any, may not exceed 5% annually.

Maintenance Agreement Billing: Maintenance agreements will be billed quarterly in arrears based on actual copies made. A master maintenance agreement may be developed at contract execution.

Existing Copier Equipment: At the end of our current contract, LCHA will not own all copiers listed in Exhibit A-M. The offering Vendor shall include the buyout of our existing equipment at the fair market value (FMV) in the proposal offered. The vendor will also remove all existing equipment and destruct any data contained on the hard drives.

Meter Readings: Obtaining meter readings are the responsibility of the Vendor. An automated method must be setup to obtain these readings on a maximum monthly basis.

Vendor Recommendations: Each Vendor may be asked to outline a method to examine volumes for each copier to verify the proper equipment is in place and is properly utilized. i.e. "right sizing" of equipment may occur annually or as needed for office purposes.

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Energy Star: All proposed copiers shall be Energy Star compliant.

Delivery: All equipment and supplies shall be priced F.O.B. Destinations – Free on Board delivered to all LCHA sites. Rollout will be staged to minimize disruption and maximize district knowledge of devices. Board approval will be necessary to approve the agreement.

Free Pick-up: Return of LCHA equipment at the end of the lease term will be done at no charge to LCHA by the Vendor or designee that originally conducted the install. LCHA owned copiers will be picked up at no charge to LCHA by the Vendor replacing the equipment; exceptions may be mutually agreed to.

Demo Units: Equipment offered must be available at no cost or obligation for evaluation and testing by the LCHA staff prior to the award of the proposal.

Hard Drives: Documentation certifying the destruction of data on hard drives of existing or newly acquired copiers must be delivered to LCHA two weeks following the removal of replaced copier. Data destruction of hard drives of replaced copiers as well as certification documentation of such is at no additional cost to LCHA.

Removal of Replaced Copiers: LCHA replaced copiers will be removed from its location at no additional cost to LCHA.

Training Requirements

Levels: Three levels of training materials and training will be required

1. System Administration, 2) Train-the-Trainer 3) End User.

Offering: The offering Vendor shall develop a training plan with materials designed to bring comprehensive training to the LCHA training team, system administrators, and users. The Vendor must have experience in training people with varying levels of copier proficiency.

Materials: Training materials for full implementation shall be provided; larger numbers for some school copiers, and considerably less for other support facility copiers. LCHA will be given the right to reproduce all training materials as needed.

Exercises: Training materials shall include end-user practice exercises, end-user “cookbook-type” fast reference guides, and detailed train-the-trainer manuals.

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Location: All training will take place at LCHA facilities. The training plan must be consistent with the offering Vendor's implementation plan.

User Training: The user training shall be conducted prior to start of new office year for users and after the new office year begins for users will focus on how the new equipment and processes are implemented within LCHA and will detail equipment capabilities, functions, processes, and available services for users.

System Administration: The system administration training shall be designed to provide LCHA technical staff the ability to handle maintenance and troubleshooting, as well as modify and customize equipment configurations once fully installed.

Quantities

The total number of copiers currently operating in LCHA is approximately 7; all of these copiers are to be replaced this year. It is understood that LCHA reserves the right to increase or decrease anticipated quantities based upon LCHA needs.

Vendor Recommendations:

One-to-one copier replacement is not guaranteed. The purpose of this RFP document is to provide information and request proposals. It is not the intent of LCHA to limit the Vendor to a specific copier or printer solution.

LCHA will require the selected vendor to provide the services set forth below and furnish all equipment, personnel, and other materials necessary to provide such services.

It is important to note these are occupied buildings and all reasonable efforts must be utilized to maintain proper working conditions.

Contractor will immediately alert LCHA if property is damaged or vandalized in any way that is an immediate threat to public safety.

To all practical extent, LCHA wishes to maintain safe and accessible communities for LCHA, its residents, employees, and guests. This includes a safe means of entry to, exit from, and movement within the communities. The selected vendor will be contracted to a "hold harmless" clause and will provide recordkeeping including (but not limited to) location information, date and time, names and jobs of personnel doing the work and any incident reports.

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The proposal should provide for:

A bill rate for subsequent technical support, on the phone, work done at vendor site and a fully loaded rate for in house support.

Termination

LCHA shall be granted permission to immediately terminate this contract with cause with 30 day written notice if vendor does not meet the terms and conditions that are outlined, as well as not meeting professional and/or performance industry standards.

1.2 Method of Solicitation

LCHA is soliciting competitive proposals from qualified firms with a documented track record of providing the required services, preferably for large public housing authorities, through a formal Request for Proposals (RFP) process. Proposals should demonstrate detailed plans on how the Respondent intends to provide the required services in a manner that will result in the successful and timely completion of the service(s). In addition, the proposal shall demonstrate the Respondent's capacity and readiness to perform the Scope of Services immediately upon execution of a contract with LCHA. Finally, the proposal shall include evidence of the Respondent's previous experience and qualifications relative to the provision of such services. Once selected, the successful Respondent will enter into a firm fixed-priced contract agreement with LCHA to perform the required scope of services. Such contract agreement will be contingent upon approval from LCHA's Board of Commissioners.

1.3 OBTAIN COPIES OF THIS SOLICITATION

Single copies of the RFP package may be obtained, at no cost, by visiting the LCHA website at www.lakecountyha.org to download all RFP documents in Portable Document Format (PDF), or
(Call and make arrangements):

Housing Authority of the County of Lake, IL
Procurement Department
33928 N. Route 45
Grayslake, IL 60030
Phone: 847-223-1170 Ext. 2660
Email: Kbritton@lakecountyha.org

Persons wishing to receive copies via overnight delivery are responsible for making all arrangements and paying all/any related costs.

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PART II - SUPPLEMENTAL INSTRUCTIONS TO OFFERORS

Proposals should demonstrate detailed plans on how the Respondent intends to provide the required services in a timely and professional manner. In addition, the proposal shall demonstrate the Respondent's capacity and readiness to perform the Scope of Services immediately upon execution of a contract with LCHA. Finally, the proposal shall include evidence of the Respondent's previous experience and qualifications relative to the provision of such services.

2.1 Submission of Proposals

Responses to this solicitation will be received by the LCHA until **10:00 AM (CST) on May 11th, 2018. No late proposals will be accepted.** Deliver response **VIA Email** with the subject listed as: **RFP #18-COPIER-OF** to the following address:

Submission including all required documents is to be sent electronically to the following address:

Procurement@lakecountyha.org

2.2 Addendum - RFP Interpretations/Questions and Update Procedures

All request for *interpretation /questions* must be **submitted by April 20, 2018 12:00 PM to:**

Email: Kbritton@lakecountyha.org

***Responses to RFP Questions* will be done by April 27th, 2018.**

During the period between issuance of this RFP and the proposal due date, no oral interpretation of the RFP's requirements will be given to any prospective offerors. Requests for interpretation must be made, in writing, at least seven (7) days before the submission due date and time.

LCHA may wish to amend, add to, or delete from, the contents of this RFP. In such situations, LCHA will issue an addendum to the RFP setting forth the nature of the modification(s). LCHA will post addendums on the LCHA's website at www.lakecountyha.org.

It shall be the responsibility of each Respondent to insure they have any/all additional addenda relative to this RFP.

2.3 Proposal Format

Consideration should be given to the form and format of the submittal to facilitate LCHA's internal review of the submittal. Proposals shall be organized into sections for ease of review. Provide a comprehensive Table of Contents at the front of the proposal. Organize the proposal in response to the Submission Requirements,

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taking care to address all issues identified in the Scope of Services. The front cover of the proposal shall bear the name and number of the RFP, the date, and the Respondent's name, address, phone, and fax number.

Location walk-throughs will be conducted **April 17 through 27th, 2018**

2.4 Submittal Forms

Provide, as a part of the proposal, all required certifications on forms included on the Index of Documents page, and included all Attachments of this RFP as attached. Each form that requires signatures or initials must bear an original signature or initial.

2.5 Acceptance of Proposals

Proposals must be signed and received in completed form at the Housing Authority of the County of Lake, IL, 33928 N. Route 45, Grayslake, Illinois 60030-1714, no later than the proposal closing date and time. Proposals submitted after the designated closing date and time will not be accepted for any reason, and will be returned unopened to the originator.

LCHA reserves the right to accept or reject any or all proposals, to take exception to these RFP specifications or to waive any formalities. Respondents may be excluded from further consideration for failure to fully comply with the specifications of this RFP.

LCHA also reserves the right to reject the proposal of any Respondent who has previously failed to perform properly or to complete on time, a contract of similar nature; who is not in a position to perform the contract; or who habitually and without just cause neglected the payment of bills or otherwise disregarded its obligations to subcontractors, providers of materials, or employees.

2.6 Time for Reviewing Proposals

Proposals received prior to the closing date and time will be securely kept. No proposal received after the closing date and time will be considered unless there were less than three proposals then the LCHA may select to complete an addendum to extend the timeframe. All proposals properly received will be tabulated, analyzed, and a recommendation made for Award of Contract to the LCHA Board of Commissioners if required.

2.7 Withdrawal of Proposals

Proposals may be withdrawn on Email request dispatched by the Respondent in time for delivery in the normal course of business prior to the time fixed for receipt; provided that written confirmation of any telegraphic withdrawal over the signature of the Respondent is placed in the mail and postmarked prior to the time set for proposal opening. Negligence on the part of the Respondent in preparing its

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Proposal confers no right of withdrawal or modification of its proposal after the due date and time.

2.8 Award of Contracts

Contracts shall be awarded to the Respondent(s) submitting proposals according to the evaluation criteria contained herein, provided the proposal is in the best interest of LCHA.

The Respondent award date will be June 21st, 2018.

An award may be subject to the Department of Housing and Urban Development's (HUD's) or Civil Service approval. No awards may be made to companies or individuals that are on HUD's list of contractors ineligible to receive awards from the LCHA or the United States, as furnished from time to time by HUD.

Additional important dates:

Proof of Proposed Plan - Demo will be from **May 21st through June 8th, 2018.**

Copier installation shall take place from **July 9th through 13th, 2018.**

Training and Education of Staff - (Institution Days) will be **July 23rd through 27th, 2018** with second round of staff training on or before **December 5th, 2018.**

2.9 Certification of Legal Entity

Prior to execution of the contract agreement, the Respondent shall certify that joint ventures, partnerships, team agreements, new corporations, or other entities that either exist or will be formally structured are, or will be, legal and binding under State of Illinois law.

2.10 Costs Borne by Respondent

All costs related to the preparation of this RFP and any related activities are the responsibility of the Respondent. LCHA assumes no liability for any costs incurred by the Respondent throughout the entire selection process.

2.11 Best Available Data

All information contained in this RFP is the best data available to LCHA at the time the RFP was prepared. The information given in the RFP is not intended as representations having binding legal effect. This information is furnished for the convenience of Respondents and LCHA assumes no liability for any errors or omissions.

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2.12 Contacts with LCHA Staff, Board Members, and Residents

Respondents may not make any contact with LCHA staff, Board Members, or residents. All communications with LCHA shall be in writing as provided in HUD Form 5369-B, Instructions to Offerors Non-Construction, Paragraph 4.

2.13 Respondent Responsibilities

Each Respondent is presumed by LCHA to have thoroughly studied this RFP and become familiar with the package contents, locations, nature of request, etc. covered by the RFP package. Any failure to understand completely any aspect of this RFP is the responsibility of the Respondent.

2.14 504, ADA, Vietnam Veterans Readjustment Assistance Act, Compliance

Bidder agrees to comply with the federal statutes relating to non-discrimination. These include, but are not limited to, Section 504 of the Rehabilitation Act of 1973 as amended (29 USC section 794) which prohibits discrimination on the basis of handicap and the Americans with Disabilities Act of 1990.

2.15 Section 3 - Employment/Training and Business

All contractors/vendors are required to provide Section 3. Refer to Additional Rights and Clauses for this requirement;

PART III – SUBMISSION REQUIREMENTS

Listed below are the sections that must be included in the proposal. Each section must be clearly labeled using the bold-faced titles listed below. The required submission must be bound and each section tabbed.

3.1 Staffing and Qualifications

- a. Provide information regarding staff experience and qualifications that demonstrates the Respondent's capacity to perform the required services. Include an organizational chart that illustrates Respondent's overall staffing approach for completing the required work. Include in the chart all key personnel, specialists, and consultants who will be assigned work under a contract potentially resulting from this RFP.
- b. Provide resumes of all key personnel, specialists, and consultants who will perform the work required by a contract potentially resulting from this RFP. Identify their specific role in the provision of services required. Resumes should include the particular relevant experience of the individual as it

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relates to their proposed role in the project, in addition to the education, career, and achievement data typically included in a resume. Include evidence of required licenses and certifications, as applicable, held by the Respondent, its principals, and/or key staff.

- c. Identify all individuals who will be devoted to the project on a full time basis or part time basis (up to 50% of time allocated to project). Include those who will be full time only for specific components of the project, as well as those filling a continuing position throughout the project. Provide detailed resumes for each, highlighting the particular experience that qualifies them for the position they will fill.
- d. All staff must be pre-approved by LCHA prior to commencing any work. LCHA reserves the right to assess a \$50 fee per service employee for a background check fee.

3.2 Relevant Experience and Past Performance

- a. Identify similar or related work performed for public housing authorities that has been completed to date, or is currently active. Include projects completed or currently underway by the responding entity and/or each major participant in the proposal.
- b. For each project identified provide:
 - i. Project name and address.
 - ii. Contact person, title, phone number, email, fax and address
 - iii. Detailed description of scope of work.
 - iv. The client for whom the Respondent's services were performed, its size and yearly funded operations.
 - v. The size of the project.
 - vi. The services performed by the Respondent on the project.
 - vii. The dollar value of the contract for the services
 - viii. The duration of the project including start and completion dates, or projected completion date if still active.
 - ix. Reference contacts for the project with name address and phone number.
- c. Identify past experience in performing work for large public housing authorities possessed by the Respondent and/or its participants.
- d. Demonstrate ability to produce reports that are well regarded in the industry in terms of content, timeliness, and responsiveness.
- e. Demonstrate, through written explanation, the Respondent's familiarity with Federal, State, and local laws, regulations and codes that the Respondent believes may be pertinent or applicable to this project.

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- f. If the Respondent is a joint venture, or another entity formed solely for responding to this RFP, provide evidence of prior successful collaborations.

3.3 References

- a. Provide a complete list of clients, previous and current. This list must include the name and title of the contact person, with an address, phone number, e-mail address, and fax number.
- b. The clients listed should be those served by members of the proposed employee and/or local office who will be serving LCHA.

3.4 Respondent's Approach and Response to Scope of Services

- a. Provide a detailed narrative that demonstrates the approach intended for use by the Respondent. A proposed work plan and time schedule addressing the scope of work.] Please indicate the total estimated hours required by classification by the partner, manager, senior and staff.
- b. The Respondent should outline its anticipated approach for each element of work identified in the Scope of Services.
- c. The approach outlined should be consistent with the objectives and requirements set forth in the RFP, and should address how services will be immediately provided upon execution of a contract.
- e. Include proposed processes for ensuring effective coordination, as well as procedures for reporting and disseminating information.
- f. Outline the level of support your firm will require of the LCHA staff.

3.5 Cost Proposal

- a. Provide a firm fixed price for project management in relationship to all work described in the Scope of Services contained herein.
- b. Include a cost breakdown that details the elements of the proposed costs (i.e. labor rates, consultants, etc.).

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3.6 Required Certifications/Forms

The following documents, which may or may not be contained in as Attachments herein, or requested as detailed in this RFP, must be included in the proposal in the order that follows below, and must be properly signed, initialed, notarized, and/or have a corporate seal affixed where indicated. Contractor forms may be substituted where HUD form is not available:

- Scope of Work - Part V
- Attachment 1, HUD Form 5369-B, Instructions to Offerors – Non-Construction
- Attachment A, Additional Rights and Clauses
- Attachment B, HUD Form 5369-C, Representations, Certifications, and Other Statements of Offerors
- Attachment C, HUD Form 5370-C, Section 1, General Contract Conditions – Non-Construction
- Attachment D, HUD Form 50071, Certification of Payments to Influence Federal Transactions
- Attachment E, HUD Form 2530, Previous Participation Certification
- Attachment F, Non-Collusive Affidavit
- Attachment G, Disclosure of Ownership
- Attachment H, List of Core Employees
- Attachment I, Acknowledgement of Addenda
- Attachment J, MBE/WBE Subcontractors, Suppliers, Consultants- Letter of Intent
- Attachment K, MBE, WBE Prime Contracting Action Plan & Contracting Schedule
- Attachment L, Section 3 Summary Report
- Exhibit I, Notification of Interest
- Business License
- Article of Incorporation
- Any applicable - Certifications

NOTE: ALL DOCUMENTS LISTED MUST BE SUBMITTED WITH THE PROPOSAL RESPONSE TO BE CONSIDERED RESPONSIVE.

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3.7 Specification Documents

The following Documents are signed and/or included in the quotation package. Failure to comply will be considered a “No Interest”

Yes	No	Vendor Identification Sheet
Yes	No	References
Yes	No	Vendor Questionnaire
Yes	No	Proposed Equipment Specification and Pricing
Yes	No	OEM Specification Sheets - (Vendor to Provide)
Yes	No	Sample Service Level Agreement – (Vendor to Provide)
Yes	No	Sample Contract Agreement – (Vendor to Provide)

Acknowledge receipt of published addenda, if any, (list here):

Any special conditions LCHA needs to know in regards to your proposal must be listed here.

Company Name:

Print Vendor Name:

Title of Vendor:

Signature:

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VENDOR QUESTIONNAIRE

Please answer the following questions as fully (yet as succinctly) as possible. Answers must be submitted on this form.

1. Discuss your company's experience, background and qualifications regarding sales and service/maintenance of copiers, supplying of copier supplies and similar agreements.
2. How long has your company been in business?
3. Discuss the qualification of the sales, service and support representative(s) who will be handling LCHA account. Please include their specific office location, and the time commitment that will be offered to LCHA under this contract.
4. Provide the number of service technicians and computer network technicians presently employed by your company. Are your service technicians certified?
5. How long have your company sold/leased copiers?
6. Are you a distributor for several brands of copiers? Authorized? Identify.
7. How many employees are there in your local operation? How many are technicians?
8. What address are payments sent to?
9. If another company will handle maintenance for you, give their full name, address, etc. and describe the business relationship.
10. Will other parts be used than OEM for repair/maintenance purposes? If so, from whom do you get parts?
11. What is your normal response time to "down" service calls?
12. How are service call requests logged and on-site response time and time for repairs tracked?

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13. Are maintenance service personnel assigned to LCHA responsible for service outside Lake County? If so, what geographical area?
14. Are Preventative Maintenance appointments pre-scheduled or scheduled by mutual agreement between you and the LCHA?
15. Do you warehouse spare parts for the quoted copiers? Where?
16. Do you warehouse copiers in your office? If not, where?
17. What is the average delivery time of copiers from your distributor to you?
18. What is your average delivery time for out-of-stock supplies to us?
19. How will you handle emergency delivery of supplies?
20. Describe your billing and tracking process?

PART IV – PROCUREMENT PROCESS

4.1 Proposal Evaluation/Contract Award

- a. Proposals received in response to this solicitation may be evaluated using a 2-stage evaluation process.
- b. Stage I of the evaluation process will be used to determine the firms that will comprise the short list, from which final selection for contract award will ultimately be made.
 - i. During Stage I of the evaluation process, technical proposals will be evaluated and scored by an Evaluation Committee.
 - ii. Each member of the selection committee will score each proposal. Cost proposals will be evaluated and scored separately by the Contracting Officer and/or his designee(s).
 - iii. Scoring will be based on predetermined Evaluation Criteria. The available points associated with each area of consideration are shown below in Item 4.2.
 - iv. The results of the evaluation of both technical and cost proposals will be used to determine those proposals to be considered in the competitive range and included on the short list.

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- v. A short list (Stage II –Ref. C) of three (3) firms with the highest ranked proposals maybe invited to a Step II interview process if LCHA requires further evaluation of the Respondents. Respondents included on the short list must have technical and cost proposals that are considered acceptable and satisfactorily complete a due diligence review (verification of Respondent responsibility).
 - vi. Technical proposals will be considered acceptable if they are ranked in the top three (3) and have a minimum score of seventy (70) points.
 - vii. Cost proposals will be considered acceptable if the proposed cost is not clearly excessive compared to the proposed costs of other Respondents with acceptable technical proposals.
 - viii. Respondents with acceptable technical and cost proposals may be requested to supply additional information to assist in completing the due diligence review. Failure to satisfactorily complete the due diligence review within the timeframe established by LCHA will result in exclusion from the short list.
- c. Scoring will be based upon how well the proposal meets the criteria established in this RFP.

4.2 Stage II Evaluations

- a. Stage II of the evaluation process will be reserved for the short listed firms only, and will be the basis for ultimate contract award.
 - i. Stage II of the evaluation process will entail negotiations/interviews with the Respondents on the short list.
 - ii. Respondents not included on the short list will not proceed to Stage II of the evaluation process.
 - iii. The purpose of the negotiations/interviews is to promote the understanding of LCHA's requirements with respect to this RFP, promote the understanding of the Respondents' proposals, and to arrive at agreeable contract terms.
 - iv. Upon completion of the negotiations/interviews, LCHA will establish a common date and time for submission of best and final offers.
 - v. Best and final offers will be evaluated in accordance with the same procedures outlined above for Stage I evaluation. The initial proposal

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submitted by Respondents who do not submit a best and final offer shall be construed as their best and final offer.

- b. LCHA reserves the right to make contract award without negotiations and a Stage II Evaluation, and to make no award, or decline to enter into negotiations shall it believe that no Respondent to this RFP will be capable of delivering the necessary level of services within an acceptable price range and/or time period.
- c. Shall LCHA exercise its right to make contract award without negotiations, contract award will be based on the ranking of initial proposals received.
- d. The Evaluation Committee will evaluate the merits of proposals received in accordance with the evaluation factors stated in the RFP and formulate a recommendation. However, while a numerical rating system may be used to assist the Evaluation Committee in selecting the competitive range (if necessary) and making an award recommendation decision, the award decision is ultimately a business decision that will reflect an integrated assessment of the relative merits of the proposal using the factors and their relative weights disclosed in the RFP.

Note: Contract award may be subject to approval by LCHA's Board of Commissioners.

4.3 Evaluation Criteria

a. Organizational Capacity: 25 Points

Respondent's organizational capacity will be evaluated through an assessment of the Respondent's staff, specialists', and consultants' experience and qualifications. In addition, the Respondent's ability to perform the work in a timely manner will be evaluated through a review of previous performance on similar projects, as well as current and projected capacity and workload.

- ii. Maximum consideration will be given to those Respondents having staff with the greatest amount of experience in performing work as required herein, and who can demonstrate sufficient capacity to perform the work timely given current and projected workload.

b. Relevant Experience and Past Performance: 20 Points

Relevant experience and past performance will be evaluated through an assessment of previous, similarly related projects completed to date.

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- ii. Maximum consideration will be given to those Respondents, who demonstrate through their submittal, a documented track record of successfully completing projects of the same type required by this RFP.
 - iii. Maximum consideration will also be given to those Respondents who exhibit a successful track record of performing similar services for public housing authorities.
- c. Respondent's Approach and Response to Scope of Services: 20 Points**
- i. The Respondent's approach and response to the Scope of Services will be evaluated through an assessment of the proposed approach for each element of work identified in the Scope of Services.
 - ii. Maximum consideration will be given to those Respondents, who demonstrate through their submittal, a clear and prudent plan for performing the required work within the established timeframe.
- d. Cost Proposal: 30 Points**
- i. Cost proposals will be evaluated through careful analysis of the proposed cost of providing the requested services.
- e. Additional Points: 5 points**

Maximum consideration will be given to those Respondents, who demonstrate through their submittals, that LCHA's stated participation goals for working with a MBE, WBE and RBE – Resident Owned Business, Section 3.

Summary of Additional Points: Participation: 5 points

4.4 Summary of Evaluation Criteria for Step I and Step II

STEP I

Evaluation Criteria

Technical:

Organizational Capacity 25 Points

Relevant Experience and Past Performance 20 Points

Respondent's Approach/Response to Scope of Services 20 Points

Total 75 Points

Cost:

Cost Proposal 30 Points

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Total 20 Points

Additional Points:

A firm can qualify for the categories listed above: Participation Plan 5 Points

Total 5 Points

Step I - Total Possible Points 100 Points

PART V – SCOPE OF SERVICES

If the selected Respondent is successfully awarded a contract pursuant to this RFP, the Respondent shall then become LCHA's Consultant, and said Consultant shall furnish sufficient organization, personnel, and management staff with the necessary skill and judgment to perform work as detailed below:

5.1 Consultant to provide all labor, materials, equipment, supervision and transportation necessary to provide the services outlined in this RFP. All work to be scheduled as detailed below or as scheduled with LCHA representative and performed in a competent and timely manner.

Part V – Scope of Services must be included with the RFP response.

Contractor (Initial): _____

More information on the above sites may be found on the LCHA Web site www.lakecountyha.org.

The Contractor will submit for approval all submittals, RFP's, change orders that occur during the project.

Name of firm
Complete address
Contact person
Telephone number
E-mail address

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5.5 CONTRACT TERMS

The contract is for a 60 month - (five year) period

Part V – Scope of Services must be included with the RFP response.

Contractor (Initial): _____

PROPOSAL SUBMITTAL:

ALL PROPOSALS MUST BE RECEIVED BY

May 11th, 2018 10:00 AM

Proposal must include all copies of LCHA bid documents as attached and executed by contractor along with certificate of insurance

Proposals must be submitted by e-mail at the following address:

Kbritton@lakecountyha.org

Responses received later than the date and time specified will be rejected or deemed nonconforming. LCHA assumes no responsibility or liability for late delivery or receipt of responses. Notification of selection will be posted on the LCHA website when the selection process is final.