

Request for Proposal

Managed Document Solution

1/10/2018



RFP # R17006R

Joliet Junior College
Request for Proposal
Managed Document Solutions
RFP Opening January 26, 2018

Background

Joliet Junior College is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 15,383 full time and part time students enrolled in Fall 2016 classes on its main campus located within the city of Joliet, and its five (5) extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet.

Vision Statement

Joliet Junior College will be the first choice.

Mission Statement

Joliet Junior College is an innovative and accessible institution, dedicated to student learning, community prosperity, cultural enrichment, and inclusion. Joliet Junior College delivers quality lifelong learning opportunities empowering diverse students and the community through academic excellence, workforce training, and comprehensive support services.

OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from Providers for services relating to the installation and maintenance of a managed document print solution for Multi-Functional Devices (MFDs) for all College campuses.

Additional scope is discussed in the **SCOPE OF WORK** section of this proposal.

I. RFP ADMINISTRATION

RFP TERMINOLOGY:

1. This RFP may refer to Joliet Junior College as “the company,” “owner,” “parent company,” or “the parent.”
2. This RFP may refer to the entity or individual submitting a proposal as “contractor,” “general contractor,” “independent contractor,” “supplier,” or “vendor.”
3. Joliet Junior College may use parts of this RFP and the incorporated attachments as contractual documents for this project.

BACKGROUND/REQUIREMENTS: Please **SCOPE OF WORK** see for complete background/requirements.

PROPOSAL REQUIREMENTS:

1. Vendor must submit complete responses to this RFP. Each proposal should include a clear, concise and complete description of the vendor’s strategy and ability to meet the requirements as defined in the RFP. The costs each vendor submits must be “best” and “final”.
2. Vendor’s pricing must be firm as proposed and encompass all costs and expenses, including, but not limited to, all labor (including overtime), materials and ancillary expenses (travel, training, etc.) required to complete or operate the project within the specified time frames, all other applicable costs and expenses required to meet contract requirements according to Joliet Junior College specifications, drawings, plans and other furnished information.

If the vendor proposes the use of subcontractors to complete any part of the work, please include a list of each subcontractor’s name, address and contact person. The vendor must also include a complete description of subcontracted work and an explanation of the subcontractor’s qualifications and experience wherever applicable.

BIDDING PROCEDURE:

1. Upon review of this RFP, Joliet Junior College encourages vendors to submit or post any and all questions to bids@nuquo.com. Joliet Junior College personnel will not respond to questions directly. NuQuo and Joliet Junior College will respond via email to all questions submitted by the end of the business day on January 17, 2018 and share the response with all vendors to ensure all vendors receive the same information regarding this RFP.

RFP SCHEDULE:

Date (2018)	Event
January 10, 2018	Vendors contacted via email / advertised
January 17, 2018 (2:00 p.m. CST)	Last date/time for submission of written questions via email to purchasing@jjc.edu
January 19, 2018 (end of business day)	Responses to questions emailed
January 26, 2018 (2:00 p.m. CST)	Proposals must be submitted to NuQuo electronically via bids@NuQuo.com
January 29-February 2, 2018	JJC Evaluation Team reviews proposal
Week of February 19, 2018	Possible presentations by top short-listed firms
March 15, 2018	Notification of Award
May 15, 2018	Expected Contract start date

II. RESPONSE FORMAT

Please submit a complete bid with written responses to all questions and any appendices or attachments.

1. NuQuo must receive proposals electronically via bids@NuQuo.com no later than January 26, 2018 at 2:00 p.m. Central Standard Time. RFPs received after the date and time specified shall be considered LATE, and shall not be opened.
2. **SUBMISSION:** the submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.
3. **ADDENDA:** The only method by which any requirement of this solicitation may be modified is by written addendum.
4. Please submit any supplemental information (marketing materials, brochures, etc.) or “boiler-plate” material as appendices.
5. Joliet Junior College reserves the right to accept/reject proposals that are not submitted in accordance to the terms and conditions of this RFP section.

INSTRUCTIONS TO VENDORS:

INSURANCE: The supplier performing services for JJC shall:

1. Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.
2. Maintain commercial liability, bodily injury and property damage insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.
3. Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.

TAXES:

1. JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

INDEMNIFICATION:

1. The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the supplier.

DISCLOSURE:

1. Vendor shall note any and all relationships that might be a conflict of interest and include such information with the bid.

DURATION OF CONTRACT: Any contract, which results from this RFP, shall be for a period of sixty (60) months) from the date of the contract award.

BLACK OUT PERIOD:

1. After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications and clarification of bid submission requirements. Such vendors making such request shall email Janice Reedus, Director of Business & Auxiliary Services, at purchasing@jic.edu. No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's response.

PROOF OF TECHNOLOGY PRESENTATION:

1. The College *may* require a face- to- face Proof of Technology session with vendors selected as finalists. The Proof of Technology would be used to differentiate between vendors. During the Proof of Technology, vendors will need to demonstrate (using proposed solution components) how the product will perform.

III. GENERAL TERMS AND CONDITIONS:

1. **Applicability:** These general terms and conditions will be observed in preparing the proposal to be submitted.
2. **Purchase:** After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Business and Auxiliary Services.
3. **Right to Cancel:** JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.
4. **Governing Law and Venue:** This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.
5. **Dispute Resolution:** JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.
6. **Costs:** All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

7. **Proprietary Information:** Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.
8. **Business Enterprise Program (BEP):** Minorities, Females, and Persons with Disabilities Participation and Utilization Plan: Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, and/or women-owned businesses in the procurement process. This solicitation contains a goal to include businesses owned and controlled by minorities, females, and persons with disabilities in the College's procurement and contracting processes in accordance with the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575).
9. Because these goals vary by business ownership status and category of procurement, we urge interested businesses to visit the Department of Central Management Services (CMS), [Business Enterprise Program \(BEP\)](#) Business Enterprise Program (BEP) web site to obtain additional details. To qualify, prime vendors or subcontractors must be certified by the CMS as BEP vendors prior to contract
10. Go to <http://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx> for complete requirements for BEP certification. For applicable projects, vendors may be asked to submit a [utilization plan](#) and [letter of intent](#) that meets or exceeds the identified goal. If a vendor cannot meet the goal, documentation and explanation of good faith efforts to meet the specified goal may be required within the utilization plan.
11. **Dispute Resolution:** JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.
12. **Negotiation:** JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.
13. **Award:** The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.
14. **General Contract Terms:** Joliet Junior College reserves the right to award a contract to the vendor(s) it determines will provide the best long-term value for Joliet Junior College. Joliet Junior College has sole discretion to award the contract and reserves the right to:
 - a. Make only a partial award to a vendor
 - b. Make partial awards to multiple vendors
 - c. Not make an award to any vendor

- d. By responding to this RFP, the vendors acknowledge that Joliet Junior College is relying on the accuracy of their representations and agree to incorporate any such representations, at Joliet Junior College request, into the eventual contract between the parties.
- e. Vendors must submit a copy of their standard maintenance contract with the proposal. Joliet Junior College shall review the contract for consistency with the vendor's response to the RFP. The contract will be awarded only when and if the parties agree on contract terms.
- f. In the event a vendor is selected for an award, Joliet Junior College may add terms and conditions to the submitted business agreement(s) based on information provided in the proposal and subsequent negotiations.

15. Retention of Documentation: All proposal materials and supporting documentation that is submitted in response to this proposal becomes the permanent property of JJC.

16. Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

17. Most Favored Customer: Any equipment or supply pricing, warranties, benefits and terms reflected in this RFP should be furnished at no less favorable pricing your firm quotes to its most favored customer or Government Agency.

IV. EVALUATION

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC. The selection process will include, but not be limited to, the following considerations:

1. The provider's ability to assist JJC in meeting the overall goals and to reduce JJC administrative costs associated with the procurement process
2. The quality and range of services the firm proposes to provide
3. The extent to which the goods or services meet JJC needs
4. The firm's overall experience, reputation, expertise, stability and financial responsibility
5. The vendor's past relationship with JJC, if any
6. The experience and qualifications of the staff that will be assigned to service JJC's account
7. The ability to provide service in an expedient and efficient manner
8. The quality and range of management reports
9. Vendor's financial terms offered to JJC
10. The training options available
11. Quality of the implementation plan
12. Feedback from references
13. The total, long-term cost to JJC to acquire the vendor's goods and services.
14. Any other relevant factor that a private business entity would consider in selecting a supplier

V. GENERAL OPERATING ENVIRONMENT

The College currently leases approximately 98 MFDs with maintenance agreements. This includes three (3) production units in Print Services, 91 units with Equitrac 4.2.4 all with various application demands, and six (6) units with PaperCut (student print solution) depending on the location and intended use. The College also has 221 networked Laser Jet printers. A complete inventory of the current copiers and printers can be found in Attachment A.

1. JJC manages its own print shop.
2. The college has its own web job- ticketing solution.
3. The college has security compliance requirements- specifically HIPPA, FERPA and board policies.
4. The college will maintain its print solution software on premises.
5. The current desktop operating systems are Windows 7/10, Mac OS Leopard.
6. When the contract is awarded, the server OS will be Windows 2016.
7. The college uses RightFax server to manage all desktop client faxing.
8. The college uses current MFDs to scan to email (Office 365). (PDF format)
9. At this time, the college does not have a one –card solution and has no plans for one for the term of the contract which will be awarded as a result of this RFP.
10. Currently our student print solution accepts coin/dollar/credit and debit card payments.
11. The college desires to give the public access to its print services capabilities.
12. The selected system should provide ‘follow me’ and secure release print.
13. The equipment should have the capability to chargeback for copy and print for all MFDs for faculty, staff, and students. Faculty/staff authenticate to the network using their own Active Directory account.
14. Currently, JJC uses Keyscan to release jobs on 11 MFDs that are equipped with card readers. The college is looking to expand this functionality to all future MFDs.
15. Our current ERP system is Colleague/Datatel.
16. The college currently uses Identisys for photo IDs, but is currently exploring/researching other solutions.
17. The college will not use MFDs to scan into our document imaging system (ImageNow).
18. The college purchases its own toners for local devices.

VI. ACCEPTANCE OF BID / NO BID FORM

The supplier, by accepting or submitting their Proposal, agrees that any cost they incur in responding to this request, or in support of activities associated with this request, are to be borne by the supplier and may not be billed to Joliet Junior College. Client shall incur no obligation or liability whatsoever to anyone by reason of issuance of this RFP, or action by anyone relative thereto. Joliet Junior College reserves the right to award a contract to the vendor (s) it determines will provide the best long-term value to Joliet Junior College. Joliet Junior College has the sole discretion to award the contract and reserves the right to; 1) Make only a partial award to a vendor, 2) Make partial awards to multiple vendors, 3) Not make an award to any vendor.

Please complete and return this form to bids@NuQuo.com no later than Jan 17, 2018.

- Recipient INTENDS to respond to this RFP No. JJC1001
- Recipient DOES NOT INTEND to respond to this RFP No. JJC1001

Company Name: _____
Address: _____
Phone: _____
Contact: _____
Email Address: _____
Authorized Signature: _____

VII. SCOPE OF WORK

At this time, Joliet Junior College is looking to make changes to our business equipment environment. We are looking for responsible solutions from vendors that embody integrity, quality, processes, and vision...the same qualities of Joliet Junior College.

In the attachments, please find comprehensive model, configuration, and volume information as well as questions that are important to Joliet Junior College for the selection process.

This bid is partly an attempt to create a technology strategy moving forward. Other objectives of this contract will be to provide the best quality technology, innovation, service guarantees, color output, geographical footprint, and cost. To assist vendors, NuQuo has created an excel spreadsheet attachment to give each vendor equal information and consideration.

If there is no clear-cut winner, finalists will be contacted shortly after the bid deadline to present their solution to the College's evaluation committee,

Proposals will be evaluated by the committee based on an overall scale of experience, product, history, cost, service guarantees, compliance, and flexibility. We thank you for your efforts, professionalism, and time.

VIII. BID DETAILS

- Your bid should have a Cover Letter and for larger proposals a Table of Contents.
- The Proposal must include an Executive Summary with a Brief Summary of Cost and Benefits offered.
- Supplier must provide a response to each item in Attachment A. If an item is left blank, then Joliet Junior College may reject the Proposal or assume that the supplier has no offerings in that area.
- Supplier's proposal must include the "Acceptance of Bid" which will identify the individual(s) having authority to contractually bind their company. It shall also name the person to be contacted both during the period of evaluation of proposal, and for prompt contract consummation upon award of the contract. This information is to include: name, title, address, phone number, and fax number.
- Supplier's proposal must also include a signed Bidder's Certification Statement attesting that the contractor/bidder is not barred from bidding on this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery

IX. DETAILED REQUIREMENTS OF RFP ATTACHMENT A

These requirements are written to provide sufficient information on the functionality needed while providing flexibility to the vendor in how they satisfy these requirements.

- Your response should answer how you will meet the requirement.
- The majority of the RFP responses will be in the spreadsheet. In each worksheet, the data under the blue colored column headings indicate information Joliet Junior College has provided and are not to be altered. The data under the yellow colored column headings shall be completed by the vendor.
- Any reference to external documentation must be specific; the evaluation team will not read external documentation that is not clearly bookmarked and referenced to the question. Limit such references or include the relevant text of external documents in an appendix.
- The vendor is highly encouraged to use screen shots where they will add clarity to responses. Annotate the screen shot as appropriate so that the reader can clearly identify what aspect of the screen shot is applicable to the question.
- Wherever repetition occurs in the RFP with regard to similar requests for information, the vendor need not repeat the information. However, reference should be made to the exact location in the proposal where the information is provided.
- Vendor may suggest alternatives to required functionality that will meet the business requirements.
- If the vendor has any limitation on any requirement, indicate that limitation as part of your response.
- Please provide brief, concise responses.

X. REFERENCES

Fill out the chart below identifying five customer references (three current customers, two past-former clients' customers) that are or have used product/services similar to those proposed in this RFP. Of particular interest are references to companies in similar industries, size, and geographic locations as Joliet Junior College. Please include the following: company name, address, contact person, position, telephone number, and length of time providing service.

Fill out the chart below identifying key clients (percent of total annual revenue, service provided to client, contract duration) and vendor(s) top competitors.

Three Current References					
Company Name	Address	Contact Name	Position	Phone Number	Length of Time Providing Service
1					
2					
3					
Key Client as a % of Total Annual Revenue			%	Service Provided	Contract Dates
1			%		
2			%		
3			%		
4			%		
5			%		
Vendor's Top Five Competitors					
1.					
2.					
3.					
4.					
5.					

CERTIFICATION OF CONTRACT/BIDDER

The below signed contractor/bidder hereby certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

SIGNATURE OF CONTRACTOR/BIDDER

TITLE

DATE

THIS FORM **MUST** BE RETURNED ALONG WITH YOUR BID TO:
bids@NuQuo.com