

Request for Proposal

Managed Document Solution

2/27/2023



RFP # R23009

Joliet Junior College
Request for Proposal
Managed Document Solutions
RFP Opening March 17, 2023

Background

Joliet Junior College (JJC), the nation's first public community 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 11,411 full time and part time students enrolled in Spring 2022 classes and about 1,377 staff on its main campus located within the city of Joliet, and its 5 extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet.

JJC is the only public postsecondary institution within District 525 boundaries. JJC is located approximately 45 miles south of Chicago, the third largest city in the United States. Today, the 1,442-square mile district serves over 700,000 residents in Will, Grundy, Kendall, LaSalle, Kankakee, Livingston, and Cook counties. Multiple locations exist to serve residents throughout the district. The College consists of one (1) main campus (2) extended campuses, three (3) education centers, and multiple satellite locations throughout the district.

JJC has approximately 12,000 students per year enrolled in credit courses.

Vision Statement

Joliet Junior College is the first choice for learning, working and cultivating pathways to prosperity.

Mission Statement

Joliet Junior College inspires learning, strengthens communities and transforms lives.

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.

BIDDING PROCEDURE:

1. Upon review of this RFP, Joliet Junior College encourages vendors to submit or post all responses and questions through the ESM bidding tool. Joliet Junior College personnel will not respond to questions directly. NuQuo and Joliet Junior College will respond via addendum and share the response with all vendors to ensure all vendors receive the same information regarding this RFP.

RFP SCHEDULE

Date	Event
February 27, 2023	Vendors contacted via email / bid advertised
March 10, 2023 (2:00 p.m. CST)	Last date/time for submission of written questions through the ESM bidding tool under the Q and A section.
March 14, 2023 (end of business day)	Responses to questions will be addressed through the ESM bidding tool under the Q and A section.
March 17, 2023 (2:00 p.m. CST)	Proposals must be submitted electronically through the ESM bidding tool
March 20 th – March 24 th	JJC Evaluation Team reviews proposal
Week of March 20 th & March 27 th	Possible presentations by top short-listed firms
April 13, 2023	Notification of Award, pending board approval
May 15, 2023	Expected Contract start date

I. INSTRUCTIONS TO VENDORS

ADVICE: The department responsible for this RFP is the Business and Auxiliary Services located at Campus Center, Building A, Room 3100, 1215 Houbolt Rd., Joliet, IL 60431-8938. The JJC contact will be the Senior director of Business and Auxiliary Services, telephone (815) 280-6640; fax (815) 280-6631.

Questions concerning this RFP will be answered if sent through the ESM sourcing solutions tool, under the Q and A section for the solicitation on or before **March 10, 2023** before 2:00 p.m. CST.

All questions and answers will be published on the ESM sourcing tool in the Q&A section by end of business day on **March 14, 2023**.

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.

Faxed and hard copy proposals ARE NOT acceptable. All RFPs must be submitted by the date and time of public opening (see above). All proposals must be submitted electronically through the ESM Solutions electronic sourcing site. Please note that all vendors will have to complete an on-line registration process prior to submitting your proposal.

A step-by-step [supplier registration guide](#) is posted to the college's website for your reference. [General supplier guides](#) are also available on the ESM website. If you have any questions during the registration process, contact ESM Solutions Customer Support (877) 969-7246 Option 3.

Registration Link:

<https://supplier.esmsolutions.com/registration#/registration/contactInformation/>

General Supplier Guide (ESM Documents): <https://support.esmsolutions.com/hc/en-us/sections/115000917048-Supplier-Guides>

Supplier Registration Guide (JJC Document):

<https://www.jjc.edu/sites/default/files/Purchasing/FY2019/Supplier%20Registration%20Screenshots%20Final.pdf>

Please note the electronic sourcing tool will allow you to attach supporting documentation.

RFPs not submitted in the format as instructed by this RFP will not be accepted.

RFPs received after the date and time specified shall be considered LATE, and shall not be opened.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals may be withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Senior director of Business and Auxiliary

Services or Joliet Junior College.

ADDENDA: The only method by which any requirement of this solicitation may be modified is by written addendum.

PROPOSAL DUE DATE: The proposal must be received through the ESM sourcing solution on or before **March 17, 2023 at 2:00pm CST.**

INSURANCE:

The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.

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.

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:

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:

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, falsification of information, or omissions of the supplier.

In the event the supplier breaches its Business Enterprise Program (BEP) obligation as described within the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575) and pledged within the supplier's submitted utilization plan, the supplier is required to pay liquidated damages to Joliet Junior College equal to 20% of the award amount for college-funded projects. For projects involving state or federal funds, the supplier is required to pay liquidated damages to Joliet Junior College equal to the full amount of the award amount.

DISCLOSURE:

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

TERM OF CONTRACT:

Any contract, which results from this RFP, shall be for a period of 60-months from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional 12-months.

BLACKOUT PERIOD:

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, clarification of proposal submission requirements or any information pertaining to preproposal conferences. Such vendors making such request shall email the Senior director of Business and Auxiliary Services, at purchasing@jjc.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 response.

PROOF OF TECHNOLOGY PRESENTATION:

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.

II. GENERAL TERMS AND CONDITIONS:

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.

Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Senior Director of Business and Auxiliary Services.

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.

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.

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.

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.

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.

Illinois Department of Human Rights Act

The parties to any contract (inclusive of subcontractors) resulting from this RFP hereto shall abide by the requirements of Executive Order 11246, 42 U.S.C. Section 2000d and the regulations thereto, as may be amended from time to time, the Illinois Human Rights Act, and the Rules and Regulations of the Illinois Department of Human Rights. Any vendor awarded a contract as a result of this RFP must comply with the Illinois Department of Human Rights Equal Opportunity Act/Rules Sections 750.5 and 5/2-105.

Sexual Harassment Policy

Pursuant to Section 50-80 of the Illinois Procurement Code, each bidder/respondent who submits a bid, proposal, or offer for a State of Illinois contract under this Code shall have a sexual harassment policy in accordance with paragraph (4) of subsection (A) of Section 2-105 of the Illinois Human Rights Act. A copy of the policy shall be provided to the college entering into the contract upon request.

Illinois Criminal Code of 1961

Responding vendors must not be barred from bidding on/responding to 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.

Business Enterprise Program (BEP):

Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, women-owned, and/or persons with a disability-owned businesses in the procurement process. This solicitation strives to meet the 30% aspirational goal established for 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] as outlined below. 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 \(BEP\)](#) web site to obtain additional details. To qualify, prime vendors or subcontractors must be certified by the CMS as BEP vendors prior to

contract award. Go to https://www2.illinois.gov/cms/business/sell2/bep/Pages/Vendor_Registration.aspx for complete requirements for BEP certification. BEP certified firms and firms utilizing subcontractors for the project shall submit a [utilization plan](#) and [letter of intent](#) that meets or exceeds the college's 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.

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.

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.

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

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.

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.

III. 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 the following considerations through a weighted scoring system:

	DESCRIPTION	WEIGHT
1	The quality of equipment and services the firm proposes to provide and the extent to which they meet the RFP criteria, including knowledge transfer to the client.	20%
2	The firm's overall experience, reputation, expertise, stability, and financial responsibility.	20%
3	The experience and qualifications of the staff assigned to service JJC's account and the firm's ability to provide service expediently and efficiently.	10%
4	Vendor's financial terms offered to JJC.	25%
5	Commitment to diversity*	20%
6	Any other relevant factor a business entity would consider in selecting a supplier.	5%

*Commitment to diversity considerations may include:

- Business Enterprise Program (BEP) certification or utilization that meets or exceeds the college's 30% goal.
- Assistance to BEP firms in obtaining lines of credit, insurance, equipment, supplies, or related services.
- Percentage of prior year revenues for projects that incorporate the involvement of BEP firms.
- Existence of a written supplier diversity plan or training/mentoring program for BEP firms.
- Percentage of members serving the firm's governing board, senior executive, and managers who are women, minorities, or persons with a disability.

IV. GENERAL OPERATING ENVIRONMENT

The College currently leases approximately 110 Xerox MFDs with maintenance agreements. This includes three (3) production units in Print Services, ninety-five (95) units with PaperCut for faculty/staff use, nine (9) units with PaperCut for student use, and one (1) unit dedicated to a University Partnership at Romeoville. The College also has about 201 networked Laser Jet printers/plotters (non-MFDs). A complete inventory of the current copiers and printers can be provided at the appropriate time.

1. JJC manages its own print shop.
2. The college has its own web job-ticketing solution provided via PaperCut.
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 10/11, Mac OS (latest variant)
6. When the contract is awarded, the server OS will be Windows 2016 & 2019 (with plans for future OS upgrades).
7. The college uses current MFDs to scan to email (Office 365). (PDF format)
8. At this time, door access card information (which currently is used by MFD card readers to release faculty/staff jobs) can be provided during a pre-bid meeting
9. Currently our student print solution accepts coin/dollars via value loaders & credit and debit card payments via a PaperCut web interface.
10. Currently the college provides the public access to its print services capabilities via PaperCut's MyPC platform.
11. The selected system should provide 'follow me' and secure release print.
12. 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.
13. Our current ERP system is Colleague/Datatel & with an ongoing transition to Workday.
14. Currently, students access their printers via cPads attached to the MFDs. They authenticate with username/password or their JJC issue IDs (via a barcode reader)
15. The college will not use MFDs to scan into our document imaging system (ImageNow).

V. 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.

As part of their review process, Joliet Junior College is separating the evaluation into Print Services and General Print. General Print will also include the ability to integrate and support PaperCut within their environment.

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 weighted scale on the previous page including, but not limited to, experience, product, history, cost, service guarantees, compliance, and flexibility. We thank you for your efforts, professionalism, and time.

GENERAL PRINT

The General Print fleet at Joliet Junior College encompasses A3 and A4 devices throughout their campuses. All devices will require RFID card readers to integrate with their PaperCut software. Testing of card readers will be completed prior to the fleet order is placed. The Like-for-Like solution should replicate the configuration requirements (including minimum speed) for all

devices. Your Creative solution must use the same functionality (not necessarily the same configuration or speed). If you wish to maintain an A4 device and incorporate it into the Manage Print program, you may indicate that on either your Like-for-Like or Creative solution.

Joliet Junior College will be asking for a purchase price of all equipment (itemized on Attachment A). Please make this an all-inclusive price for delivery, installation, return shipping of leased devices currently at Joliet Junior College and full on-going support.

All proposed equipment must integrate with PaperCut. However, due to PaperCut licensing and support being contracted separately, please do not include these items in your pricing. Joliet Junior College will require new RFID card readers for all equipment being upgraded.

Joliet Junior College utilizes a Manage Print Service program for their desktop HP fleet. This will also be evaluated as part of the General Print RFP section. Within your Like-for-Like recommendation, please only provide all-inclusive service rates for the existing fleet. If you are unable to take-on an existing device, please provide a recommendation for replacement and corresponding all-inclusive service rates. Within your Creative recommendation, you may maintain or replace the desktop fleet as desired.

PRINT SERVICES

Joliet Junior College has done extensive research on potential production-quality units for their Print Services area. From their research, they have separated many of the available options into Low Production, Mid Production, Mid-High Production and High Production devices. While the primary goal remains to support the Joliet Junior College students and staff, they are interested in enhancing their offerings.

Within Attachment B, please recommend (2) levels of production equipment for *each* b/w-only and full color. Beyond the Required Attachments listed, Joliet Junior College would welcome other available accessories to broaden their print service offerings. These items will be discussed in further detail during potential vendor interviews.

Currently, Joliet Junior College is utilizing PaperCut Job Ticketing for routing, tracking and cost-association of jobs. They are open to an equivalent solution that is manufacture-specific or non-proprietary. Please itemize out this solution for further discussion after all bids have been reviewed.

VI. 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.

I. SUPPLEMENTAL QUESTIONS

If the proposed product/service involves the usage, storage, or transmission of Joliet Junior College's stakeholder data, please respond to the following:

- a) Describe your organizations approach to the management of information security and to securely managing client information.
- b) Does your organization have an information security management policy?
- c) How do you safeguard client information at your organization?
- d) Does your organization have a comprehensive risk management structure for the management of client information?
- e) Do you utilize an independent third party to conduct annual information security penetration tests of your IT systems?
- f) List the type of documented information security policies that your firm has in place.
- g) Has your organization implemented any ISO27001 (or similar) principles or requirements?
- h) Has your organization experienced any information security breaches, ransomware, phishing, or malware incidents?

II. QUANTITY

There is no guaranteed amount of services intended either expressly or implied, to be purchased or, contracted for by JJC. However the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.

III. PROPOSED PRICING

The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor.

VII. 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.

VIII. 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 or responding to 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