



REQUEST FOR PROPOSAL

Two (2) Business Printers

Spectrum Community Services, Inc.

2621 Barrington Court
Hayward, CA 94545
510-881-0300

Riley York

RYork@SpectrumCS.org

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I. Introduction

A. Purpose of this Request for Proposal

Spectrum Community Services, Inc. (Spectrum) is seeking proposals for two printers — one color, one black and white — for usage in an office environment.

We currently print approx. 350,000 Black and White pages per year between our two printers, and approx. 95,000 Color pages per year.

Spectrum will use a competitive process to select a qualified product, based upon qualitative and technical criteria that meets our internal needs. The objective of the solicitation is to select a Firm and execute a contract for services.

The information sought through this RFP is to determine the most cost effective and functional product.

B. Spectrum's Background

Founded in 1971, Spectrum strives to improve the health and safety of seniors and low income residents in Alameda County by enhancing their quality of life and helping them age at home with dignity. Spectrum is a registered, private non-profit organization with multiple government contracts and private funders. Our Energy Department, who these printers are for, helps support low income households with their energy and water bills, along with weatherizing properties.

C. Oversight, Management, and Contacts

In order to control information disseminated regarding this RFP, Firms interested in submitting a Proposal are directed not to make personal contact with members of the Spectrum Board and Administration with the exception of the individual listed below.

Liaison

Riley York will serve as the contact point for RFP responses, coordinating the services and serve as the communication link between Spectrum and the Firm.

Riley York, Data Technician

RYork@SpectrumCS.org

510-963-5607

II. General Instructions

A. Key Dates

- ❖ RFP Release Date: Friday, June 1, 2023
- ❖ Last Day to submit: 2:00 pm PDT, Friday, June 9, 2023
- ❖ Review Period: Saturday, June 10, 2023 - Monday, June 12, 2023
- ❖ Oral Interviews, if needed: Tuesday, June 13, 2023 - Friday, June 16, 2023
- ❖ Selection Date no later than: Monday, June 19, 2023

B. Submittal of RFP

RFP's should be reviewed for accuracy before submission to Spectrum since said document may not be adjusted after submission. Spectrum will not be responsible for errors or omissions in the RFP. Spectrum reserves the right to reject any and all RFP's, or to waive any irregularities, or informalities in the RFP's.

Each Firm submitting a RFP must submit their response in a PDF file sent to RYork@SpectrumCS.org

Response shall be in 12-point font, approximately 8 ½" x 11" format, not to exceed twenty-five (25) pages.

C. Disqualified RFP

Any RFP received after 2:00 pm PDT on Friday, June 9, 2023, shall be refused.

D. Withdrawal of RFP

Firms may withdraw their RFP by written request at any time prior to the deadline.

E. Debarment, Suspension, and Ineligibility

By submission of your qualifications in response to this announcement, you are certifying that neither your firm(s) nor any of their principals are presently debarred, suspended, declared ineligible, or excluded from participation in this procurement process by any Federal department or agency. Further, if such a debarment or suspension occurs during the course of the evaluation process, you shall inform Spectrum immediately.

F. Conflicts of Interest

By submission of your qualifications in response to this announcement, you are certifying that your firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to Spectrum, and that there are no principals, officers, agents, employees, or representatives of your firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to Spectrum, pertaining to any and all work or services to be performed as a result of this request and any resulting contract with Spectrum.

III. Specifications

A. Requirements

Provide Spectrum with a Scope of Work that can be implemented in your response throughout Section IV, Contents of RFP. The selected Firm will provide a proposal for the purchase or lease of two printers — one black and white, one color — including, but not limited to the following features:

- a. Color & B/W- two separate printers
- b. Fax
- c. Scanning
 - i) Direct to email
 - ii) Direct to computer
 - iii) Direct to an on-site server
- d. Double-sided printing and scanning
- e. Stapling
- f. Collation
- g. Envelopes - list all standard sizes that can be printed.
- h. Card Stock - list heaviest stock that can be printed.
- i. Multiple Output/input Trays, for example:
 - i) Multipurpose input
 - ii) Scan/copy input
 - iii) At least three output trays with at least one high-capacity output tray
- j. Paper sizes:
 - i) 11 x 17
 - ii) Legal
 - iii) Letter—need high capacity 'cartridge(s)'
 - iv) 4x6 Postcard

B. Desirable Features

In addition, the following features are not required, but will reflect positively on the final score given in the Product Features Criteria in Section V, Selection Criteria.

- a. User printing access controls/permissions
 - i) Ways to prevent unnecessary color printing?
- b. Folding
- c. Envelope Stuffing
- d. AirPrint
- e. Color printer continues to operate as a Black and White printer if any color toner is depleted

C. Service Agreement

A service agreement for maintenance, ink/toner, and emergency repairs is required as part of this RFP. Include in section IV.F, Fee Structure, yearly costs

for an agreement that you think would best fit our printing needs. We currently print approx. 350,000 Black and White pages per year between our two printers, and approx. 95,000 Color pages per year.

IV. Contents of RFP

A. General

In order for RFPs to be considered, said RFP must be clear, concise, complete, well organized, and demonstrate both the firm's ability to follow instructions and product's functionality. The quality of answers, not length of responses or visual exhibits is what is important in the RFP.

All Firms responding shall follow the order and format specified below. Each section of the RFP shall be labeled to correspond to the numbers/headers shown below (Sections IV.B - IV.G).

B. Submittal Letter

The cover letter shall be brief (one-page maximum). Include:

1. The RFP's title and submittal date.
2. The name, address, email, and telephone number of the responding Firm's point of contact.
3. Brief summary of the Firm's experience, the unique qualities and what will make the product a good fit for Spectrum's printer needs.

*The submittal letter will **NOT** be considered part of the twenty-five (25) page limit.*

C. Table of Contents

Include a complete and clear listing of headings and pages to allow easy reference to key information. The table of contents will **NOT** be considered part of the twenty-five (25) page limit.

D. Description of Firm

1. Describe the Firm's experience in providing black & white and color printers to other businesses of a similar size.
2. Describe any unique capabilities that your Firm offers.

E. Project Approach

1. Explain your process associated with implementing your product for a client. This should include a timeline for full functionality from project start, including expected downtime.
2. Give a detailed list of all features and options your Firm recommends Spectrum use to address the Specifications, Section III.
3. Describe your Firm's product support system. For these models of printer,

how often are they typically unavailable due to maintenance in a year?

- a) When these models of printer do encounter problems- jamming, for instance- what are they? Are they fixable in-house, or is a technician required?

F. Fee Structure

Please describe your pricing model. You may submit two different proposals, one for leasing the printers, and one for purchase. For evaluation purposes, please break down the unit rates (per year) and additional costs related to your Product that your Firm proposes to provide to Spectrum:

- 1. Initial Purchase Cost
- 2. Base rate, yearly, for leasing if applicable
- 3. Costs for additional optional services, yearly, if applicable
- 4. One time implementation fee
- 5. Service agreement fee structure, yearly
- 6. Any other fees, costs, taxes, etc... for services

V. Selection Criteria

Firms submitting proposals are advised that all proposals will be evaluated to determine the "most qualified" Firm that will be able to meet the needs of Spectrum. The selection criteria will include, but not be limited to, the items listed below.

RFP - Evaluation and Award Process

Spectrum will select Firm(s) that will be used to cover the Specifications in this RFP with the understanding that the selection and contract is conditional on approval by the Executive Director. Representatives of the agency will evaluate proposals. This committee hereinafter will be referred to as the "Review Panel."

The Review Panel will review and score each RFP on the six (6) different criteria sections listed below. The scale used where zero (0) is the lowest. There is a maximum of 100 points.

Scoring Criteria

#	Criteria	Maximum Points
1	Firm background, qualifications, and quality of service	10
2	Product features	25
3	Product support availability	20
4	Project implementation approach	15
5	Experience and commitment to working with similar agencies/employers.	5
6	Fee structure and transparency	25
	Total Points:	100

