



Request for Proposal (RFP):

Catholic Charities of the Archdiocese of Miami, Inc. (Catholic Charities) invites experienced and qualified firms to submit a response to a Request for Proposal (RFP) for Multifunction Copiers.

Response Deadline is 4:00pm Thursday September 26th, 2019

All proposals must be submitted to:

Catholic Charities
Catholic Charities of the Archdiocese of Miami, Inc Attn: Javier Garcia 1505 NE 26 th Street Wilton Manors, FL 33305 jgarcia@ccadm.org Phone: (954)270-6312

Per the attached Terms, Conditions, and Requirements

Company Name _____

Address: _____

State _____ Zip Code _____

Telephone _____

Fax _____

E-mail _____

In compliance with this Request for Proposals and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if the Proposal is accepted, to furnish any or all of the items or services listed herein at the fees and terms stated. I also acknowledge receipt of 23 pages of this RFP.

Signature _____

Print Name _____

Print Title _____



General Terms and Conditions

Receipt of a proposal neither commits Catholic Charities to award a contract to any Vendor, and Catholic Charities reserves the right to contract with a Vendor for reasons other than price. Catholic Charities reserves the right to request additional information that is necessary and pertinent to the project. Products and services which are not specifically requested in the RFP, but which are necessary to provide the functional capabilities proposed by the Vendor shall be included in the proposal. Governing law – This contract shall be construed in and governed under the laws of the State of Florida and venue for all disputes shall be in Miami-Dade County.

1. **Right of Rejection:** Catholic Charities will review the proposals for compliance with the procedural requirements set forth in the RFP and will reject any proposal that fails to meet the specified scope of work. Any deviation from the performance requirements or other terms of the RFP, if in substantial compliance with the terms and intent of the RFP, maybe accepted by Catholic Charities at its discretion. In addition, Catholic Charities reserves the right to fund (and proceed with project), not to fund the project, or to partially fund the project. All costs directly or indirectly related to preparation of a response or oral presentation, if any, shall be the sole responsibility of and shall be borne by the Vendor.
2. **Certification Regarding Debarment, Suspension, Ineligibility, Voluntary Exclusion and Cyber and General Liability Insurance:** By signing and submitting this proposal, Vendor certifies that neither him nor his principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the user of Federal funds. Respondents need to carry Cyber Liability Insurance in the minimum of \$1,000,000 each occurrence with an amount of \$2,000,000 in general aggregate and must be able to provide proof of insurance if awarded the contract. Contractor shall maintain Commercial General Liability coverage in the minimum amount of One Million (\$1,000,000) each occurrence combined single limit bodily injury and property damage with an amount of \$2,000,000 in general aggregate. The policy shall include premises, operations and independent contractors. Catholic Charities shall be included as an additional insured. Contractor shall be in compliance with Florida's Workers' Compensation Law.
3. **Notification of Successful Vendor:** The successful Vendor will be advised of selection by the purchasing agent through the issuance of a notification of award letter via email. Any notification shall have no legal effect unless and until the parties negotiate a mutually acceptable agreement.



PREPARATION OF PROPOSALS

- Proposals must be submitted in accordance with any document attached hereto and made an integral part hereof.
- Proposers are expected to examine these documents carefully. Failure to do so will be at proposer's risk.
- Proposals should be proofread carefully for any errors.
- Any irregularities or lack of clarity in any of the proposal documents attached hereto should be brought to the attention of the Project Lead as soon as possible so that corrective addenda may be furnished to all proposers.
- Alterations/erasures must be crossed out and the corrections thereof printed in ink or typewritten adjacent thereto. Corrections must be initialed in ink by each person signing the proposal.
- In the case of a difference between written words and figures, the amount stated in written words shall govern.
- In a case of a difference between unit price and the extended price, the unit price shall govern.
- All prices quoted shall be F.O.B. destination. No additional charges for freight, packaging, handling etc.; shall be allowed.
- Proposers are instructed to use Catholic Charities forms as applicable and complete the requested information fully, i.e., pricing, schedules, specification description, exceptions, disclosure of principals, etc. Failure to do so may be cause for rejection. If additional space is needed, attach additional sheets referencing the appropriate section.
- Proposers are expected to closely read the terms and conditions and provide a binding signature of Intent to Comply in Attachment A, Affidavit of Non-Collusion in Attachment B and Debarment and / or Suspension disclosure in Attachment C. Failure to delineate and/or return Attachment A, B or C may be cause for proposal rejection.

SUBMISSION OF PROPOSALS

- Vendors are cautioned to include as part of the proposal all technical and descriptive data necessary for evaluation. Failure to do so may result in disqualification.
- All forms and addenda thereto shall be intact and enclosed in an envelope plainly marked with the proposal number and title. No proposals will be accepted by electronic transmission except as provided within this RFP.



FUNDING OUT CLAUSE

- In the event Catholic Charities fails to obligate requisite funds during the fiscal year(s) for payment of amounts due against an agreement resulting from this solicitation, necessitating cancellation of the agreement, the successful proposer(s) shall agree to hold Catholic Charities free from any charge or penalty. Any resultant contract is subject to the availability of appropriated funds.

CONTRACT AND PROGRAM PROVISIONS

- Due to the fact that Programs may shift between different divisions Catholic Charities or even outside agencies, each agency must have the equipment placed under this RFP on a financial vehicle that is ultimately that program's responsibility. This vehicle may be a separate lease for each program or a Master Lease with separate schedules so long as the binding agreement may be broken out for liability and billing purposes if that program was to be separated from Catholic Charities of the Archdiocese of Miami, Inc. or loses funding for the program as per the Funding out Clause.

SUBMITTAL INSTRUCTIONS

Technical questions regarding this proposal should be directed to Javier Garcia, Director of Information Technology at jgarcia@ccadm.org.

Proposers shall submit:

Two (2) original proposal and one (1) electronic copy on a flash drive of their proposal to:

Catholic Charities of the Archdiocese of Miami, Inc.

Attn: Javier Garcia

1505 NE 26th Street

Wilton Manors, FL 33305

Proposals must be received no later than 4:00 pm Local Time September 26th, 2019 received after the time and date set will not be considered. Catholic Charities will not consider or be responsible for errant delivery or late performance by courier service.

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

Responses should be in a sealed box or envelope clearly marked and addressed to the Director of Information Technology (Javier Garcia), RFP title and number. If RFP's are not clearly marked, the Vendor has risk of the proposal being misplaced and not properly delivered. The RFP Coordinator is not responsible for identifying proposals submitted that are not properly marked.



It is the responsibility of the submitter to ensure that the proposal arrives to Catholic Charities within the deadline. Proposer should allow sufficient time for proper delivery. Catholic Charities assumes no responsibility for delays caused by the U.S. Postal Service or any other delivery service. Postmarking by the due date will not substitute for actual receipt of response by Catholic Charities. Every vendor is solely responsible for ensuring that its proposal is delivered on time. Proposals will be opened only after the due date and hour.

Proposals are to be on 8-1/2 X 11" paper, in 3-Ring binders with tabs for major sections and duplexed where practical. Hard copies of original pricing sheets are to be included in one section as shown in the format outline. Each section and category is to be clearly identified, and include all requested information. Failure to respond in the required format may be grounds for rejecting a Proposal.

- RFP responses shall be signed by an official authorized to legally bind the vendor.
- Efforts have been made to provide this RFP electronically to allow proposer's to include responses below the actual question. This is the preferred method of response for ease of review. If the proposer would prefer to color the text to delineate between the questions and their response; it is the preference that the proposer colors the questions and not their response for ease of review.
- The preferred order of all responses by Major Section is:
 - Cover Letter
 - Signed RFP cover
 - Responses to Mandatory Questions
 - References
 - Attachment A
 - Attachment B
 - Attachment C
 - Manufacturer Authorization and Certification
 - Exhibit A – Equipment Minimum Requirements
 - Exhibit B – Proposed Service Level Agreement
 - Proposer's material (specification sheets, brochures etc.)
- Company Profile/References.
 - Proposers shall provide a profile of the company, including, but not limited to:
 - Ownership, State of incorporation, date, etc..
 - Location of office(s).
 - Number of employees.
 - Company background and history.



- Company qualifications as a superior service provider for this RFP.
 - Length of time providing same services/equipment; provide brief descriptions of services/equipment.
 - Dun and Bradstreet number.
- Proposers must provide a minimum of three (3) references for similar projects performed for clients within the last three (3) years. Information provided should include, but not be limited to:
 - Customer Name.
 - Customer project manager.
 - Project description.
 - Starting and ending project dates.
 - Types of services and/or equipment provided.
 - Staff assigned to project.
- In addition, Catholic Charities may consult with other known customers and may consider their comments in the evaluation.
- Negotiations may, at Catholic Charities' sole option, be separately conducted with the best qualified proposer's'. The evaluation committee may use these negotiations to determine which proposer has had adequate opportunity to present its proposal, including a thorough discussion of services, clarifications, and modifications requested of the proposer by the evaluation committee. Catholic Charities will consider all relevant factors in the aggregate for each proposal and select the proposal which reflects the best value for Catholic Charities.
- Catholic Charities reserves the right to negotiate the final terms of the contract with the selected proposer's prior to signing the contract. Proposers submitting proposals should note that it is entirely within Catholic Charities' discretion in this procurement to determine if a proposal reflects the best value for Catholic Charities. The best value for Catholic Charities is dependent upon many factors, including without limitation, price. However, Catholic Charities reserves the right to select any proposal regardless of price. Pricing shall remain firm for the term of the contract.
- **RFP Background & Schedule**
 - **RFP Intent**

It is the intent of this RFP to provide a Digital Copiers and related Software for Catholic Charities. Additionally, it is the goal of this RFP to acquire a program that:
 - Creates a high level of vendor accountability through reporting and a Service Level Agreement.
 - Creates a cost savings over the current program.



- **RFP Background.**

Catholic Charities has the need for approximately 25 Copiers that are all connected to the network for printing, scanning, and emailing. The copier fleet is currently all Canon equipment being maintained by Canon Business Solutions.

- **RFP Schedule**

Schedule of Events:	Date:
RFP Released	September 13 th , 2019
Deadline for Questions (E-mail Only)	September 18 th , 2019
Sealed Proposals Due to Catholic Charities	September 26 th , 2019
Shortlisting	October 2 nd , 2019
Interviews, Presentations and Demo's	October 7 th – October 11 th , 2019
Final Bids/Contracts/ Recommendation	October 17 th , 2019
Management Review / Approval	Approximately October 30 th , 2019
Begin Implementation	November 11 th , 2019

- **Description of Scheduled Events:**

- **RFP Release** – Catholic Charities will release the RFP document and any subsequent addenda, via the best method available. The best method of distribution of the RFP will be in descending order as follows: E-mail, Facsimile.



- **Deadline For Questions** – The deadline for any questions concerning the RFP is September 18th, 2019 at 3:00pm EST. Any questions submitted after the deadline will not be responded to by Catholic Charities.
- All questions and subsequent answers will be distributed to all registered RFP respondents via E-Mail by approximately September 20th, 2019 at 5:00pm EST if feasible.

Javier Garcia Catholic Charities of the Archdiocese of Miami, Inc. 1505 NE 26 th Street Wilton Manors, FL 33305 jgarcia@ccadm.org
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- **Sealed proposal due:**
The due date for the sealed RFP response is September 26th, 2019 at 4:00pm EST. All proposals received after the date and time set for receipt will be REJECTED. Proposals received after the time and date set will not be considered. Catholic Charities will not consider or be responsible for errant delivery or late performance by courier service.
- **RFP Interviews and presentations** – Catholic Charities may conduct interviews, presentation and testing covering the respondents' proposals. These interviews and presentations will be conducted with the best of the respondents with a maximum number of four (4) respondents. The Short listing of the responses will be conducted solely on the written RFP responses based on the goals for the RFP and the adherence to the RFP requirements. The number of participants may be changed at the sole discretion of Catholic Charities.
- **Implementation** – Winning bidder must conduct a full implementation services including:
 - **Site Survey** – The successful proposer must conduct a full site survey including verifying the individual needs for networking, space and power.
 - **IT Training** - The successful proposer must conduct IT training over network management of the devices, driver deployment / operation, scanning management and software needs.



- **Driver Deployment** – In lieu of any electronic deployment of print drivers, the winning bidder must aid Catholic Charities IT Department with the deployment of the print drivers on roughly 350 desktops. This process will require approximately 2 technicians to be used to aid Catholic Charities. Catholic Charities will provide temporary administrative user names and passwords to aid the technicians with this process. At all times the technicians will be under the supervision of Catholic Charities.
- **Implementation Training** – The successful proposer must conduct training at the time of installation including the following training methods:
 - Web-Based Training tutorials and “How to” Guides;
 - Laminated Ledger Sized Quick Start guides containing basic copier and finishing operations;
 - On-Site trainers to be attending set appointment times at each copier during the first days and week of installation;
 - Follow up training to be conducted monthly for the first three months with each department during the first quarter and annually thereafter.

- **RFP Requirements**

- **Minimum Qualifications**

The following points are the minimum requirements; any exceptions to these minimums must be addressed within the proposer’s response and within Attachment A.

- Must be an authorized dealer of equipment submitted in the RFP response for consideration by Catholic Charities.
- Must be a manufacturer or a designated/certified manufacturer’s representative capable of providing Catholic Charities service at all locations listed in Exhibit B.
- Machines offered must be in production and available for sale at time of Proposal opening.
- All equipment offered must have published capabilities. Responsive proposers will submit a copy of the published page (BLI, etc.) for each machine proposed. For equipment not yet published in BLI, etc., Responsive proposers will provide published descriptive literature, which includes capability in documents per minute, and stipulate the list price to be published in BLI.



- The proposer, if other than the manufacturer, shall provide the following authorization and certification with the proposal: A current authorization and certification letter dated and signed from the manufacturer that the Proposer is a currently authorized distributor and/or service representative, authorized to submit proposals for the manufacturer's products.
- **Minimum Equipment Requirements**

The following points are the minimum equipment requirements; any exceptions to these minimums must be addressed within the proposer's response and within Attachment A.

All Equipment quoted within a proposer's RFP response must meet the following requirements:

 - All equipment quoted must be newly manufactured equipment as defined in this RFP.
 - The equipment offered must carry a warranty that it is free from defects in material and workmanship. If defects are identified, the supplier agrees to repair or replace promptly on a one-for-one basis without additional cost to Catholic Charities. During the warranty period of at least 90 (ninety) days, any and all items failing will be replaced promptly free of charge. Upon significant failure, the warranty period will commence again for at least 90 (ninety) additional days. Significant failure is defined by Catholic Charities.
 - The proposal specifications must be verified by supporting documentation from the latest Buyers Lab or Intravia's copier guides.
 - Equipment may use only one network connection to accomplish network printing and scanning.
 - In house delivery and complete setup of equipment ordered. Removal of all waste packaging materials.
- **Minimum Service Requirements**

The following points are the minimum service requirements; any exceptions to these minimums must be addressed within the proposer's response and within Attachment A.

All services quoted within a proposer's RFP response must meet the following requirements:

 - Proposer must perform full service support for all copiers listed within a RFP response during normal business hours (Monday – Friday, 8:00am – 5:00pm) within the pricing proposed.



- Service pricing must include technician installed parts with the exception of paper, staples and toner.
- The proposer or any subcontractors may not set a supply budget for your field service technicians or require them to purchase parts for any equipment placed under this agreement to the extent that it prohibits or penalizes any field technicians for appropriate replacement of parts.
- Supplies pricing shall include all parts, supplies and consumables with the exception of paper and staples.
- Proposer must provide full time ongoing telephone support for those questions that require immediate response. This phone access must be available to the customer at no additional charge for as long as the vendor is maintaining the equipment.
- Proposer must agree to a Service Level Agreement (SLA) with penalty for failure to perform.
- Proposer must perform all Preventative Maintenance services at the manufacturer's suggested intervals.
- Proposer must use all Original Equipment Manufacturers (OEM) parts, OEM equivalent parts or better within the performance of the services listed within this RFP. Used parts will not be accepted within this RFP except as an emergency repair to maintain uptime.
- All service technicians must be certified to service the equipment proposed factory trained by the OEM and be permanently on staff with successful proposer (no brokers or sub-contractors).
- Proposer must maintain a four (4) hour Service Response Time.
- Proposer must maintain an average uptime of 98%, per copier, per quarter or be penalized per Service Level Agreement (SLA).
- Proposer must arrive on site or return calls for service via phone or e-mail within one hour.
- Proposer must provide quarterly electronic service reports to Catholic Charities to include at a minimum:
 - Equipment ID#, Serial Number, Make, Model and meter reading.
 - Date and time of service request.
 - Date and time of issue resolution.
 - End-User Error reported.
 - Services performed and parts used.
 - Regular Preventative Maintenance services performed.
 - Copies between calls on all equipment.
 - Average Service Response time.



Minimum Pricing Requirements

The following points are the minimum service requirements; any exceptions to these minimums must be addressed within the proposer's response and within Attachment A.

All pricing for services, toner and parts quoted within a proposer's RFP response must meet the following requirements:

- Pricing must include all delivery, installation, network installation, training costs and removal cost (of the equipment placed under any subsequent agreement).
- All proposers must provide purchase price and Operation Lease Rates for all equipment proposed.
- Pricing for all equipment and software must be quoted as requested in Exhibit A including all Excel tabs. Exhibit A electronic submissions must be in Excel format.
- All lease factor quotes must be quoted as a decimal multiplying factor in such a manner that the purchase price may be multiplied by the lease factor to arrive at the resulting monthly payment including any taxes that the lessor may be responsible for.
- Proposer must offer coterminous leases for future fleet needs, although the leasing rate will be quoted at the time of the additional request.
- Any submission not containing total costs will not be considered. Cost plus, sliding scale or any plan not exclusively fixed and all inclusive for the term of contract will not be considered.
- Provide proposed pricing within the format provided within this RFP.
- Service and Supplies proposed costs must be in the cost per impression. Proposer may include a base number of impressions in order to achieve a lower cost per impression. Any included impressions may not exceed 80% of the average impressions. All included impressions may be used on any machine within the fleet and will be applied against the aggregate fleet usage but may be separated by Color and Black & White. Overage rates must be one rate for all machines proposed but may be separated by Color and Black & White.
- Any Service and Supplies contract, in the event that Catholic Charities purchases the proposed equipment, shall be cancelable by either party within thirty days written notice by either party outside of the first six months of any contract initial term (excluding any renewals and extensions).



- Software maintenance costs shall remain fixed over the course of the agreement.
- No cost increases in supplies for the duration of the contract.
- No cost increases in maintenance for the duration of the contract.
- Software maintenance costs shall be inclusive of available software updates and patches.
- Term of the agreement will be three (3) or four (4) years with an option for two (2) one (1) year renewals or successive monthly extensions. Such extensions shall be automatic unless terminated thirty (30) days prior by either party or unless a renewal is signed by Catholic Charities. Under any circumstances, annual renewals shall not be automatic.



ATTACHMENT A

INTENT TO COMPLY

TERMS, CONDITIONS AND REQUIREMENTS COMPLIANCE

Acceptance of RFP Requirements

Please acknowledge the Terms, Conditions and Requirements listed within the RFP and any exceptions below:

Signature_____

Name_____

Title_____

Company Name_____

Date_____



ATTACHMENT B

AFFADAVIT OF NON-COLLUSION

I, _____ (name of party signing this affidavit and proposal form), _____ (title) do
depose and say that _____ (name of firm) has not, either directly or indirectly, entered
into agreement, participated in any collusion, or otherwise taken any action in restraint of free
competition with this contract.

Signature

Date

Witness

Date



ATTACHMENT C

DEBARMENT AND/OR SUSPENSION

Federal Mandatory Submittal

As required by Executive Order No. 125 49, Debarment and Suspension, and implemented at 34 CFR Part 85, the proposer certifies that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily exclude from transactions with any Federal Department or Agency.

Signature

Date

Print Name

Title



- **Mandatory Questions**

All proposers must fully answer all questions within this section. Failure to do so may result in rejection of the response at the sole discretion of Catholic Charities. All responses must include answers to the following questions:

- **Equipment Questions**

- From contract signing to installation of the equipment, what would be the maximum and minimum time frame?
- Given that Catholic Charities will need to coordinate equipment removals with new installations, would it be possible to schedule the equipment deliveries down to a specific hour?
- Is the installing technician also qualified to install the equipment on the network and load drivers? If no, please detail the time frame for installing equipment on the network and installing drivers.
- Please detail any additional options you wish Catholic Charities to consider and include the pricing for these options within your response under Exhibit A – Pricing. Please add option columns and rows to the Exhibit A spreadsheet as needed.

- **Service Questions**

- Please reference the attached Service Level Agreement and illustrate how you can best meet these objectives (Exhibit B). The attached SLA is intended to outline many of the areas important to Catholic Charities. Using the same format and methodology, what components and measurements are you confident in offering?
- Please describe which supplies, consumables and parts are not included within your service and supplies pricing.
- Detail the process for ordering a service call including any electronic methods.
- What methodology does your organization utilize for notifying technicians of a service call? Are service error codes forwarded to the technician if applicable?



- Describe the total process your organization follows for a service call.
- What is the process a customer should follow for the escalation of a service issue?
- Who inside your organization would be the main contact for Catholic Charities regarding service issues?
- **Pricing and Billing Questions**
 - Who inside your organization would be the main contact for Catholic Charities regarding additional equipment needs and on-going pricing?
 - Detail your meter read collection process including any electronic and automated methods.
 - If a Catholic Charities location does not submit a meter read for a given period, what method would be used to determine billing for service and supplies?
 - Please describe your process for issuing credits for billing disputes.
 - What penalties for service response time would your company propose?
 - Detail any additional services, as it relates to the RFP, which would result in any additional charges if any.
 - Please detail your capability to bill one consolidated invoice by department. Please include sample invoices.
- **Technology Questions**
 - Does your equipment have a network device monitoring system? If so please describe the software's capabilities to perform Meter Reads, Active Alerts (Error Codes, Low Consumable Levels, etc.), device installation device management and device monitoring across the entire fleet.
 - Do your products have standard network accessible administration tools throughout the entire line proposed?



- Please describe your equipment's secure print capabilities / functionalities including any encryption used.
- Describe your equipment's' scanning capability including scan to file, scan to E-Mail, and scan to network folder.
 - What, if any, encryption can be used within these scanning destinations (i.e. file, E-Mail etc.)?
- Does your equipment possess the ability to disable features individually (e.g. scan to e-mail) on the local control panel and / or through the network administrator controls?
- **Company Profile – Proposers shall provide a profile of their company including the following:**
 - Ownership, State of incorporation, date, etc..
 - Location of office(s).
 - Number of employees.
 - Company background and history.
 - Company qualifications as a superior service provider for this RFP.
 - Length of time providing same services/equipment.
 - Dun and Bradstreet number.
- Is your firm a subsidiary, parent, holding company, or affiliate of another firm?
- Is your firm now, or has it been at any time in the last five years, the debtor in a bankruptcy case?
- Is your company in the process of, or in negotiations toward, being sold?



- In the past five years, has your firm been debarred or determined to be a non-responsible bidder or contract, including debarment from Federal Contracts?
- In the past five years, has a governmental or private entity or individual terminated your firm's contract prior to completion of the contract for non-performance?
- In the past five years, has your firm used any subcontractor to perform work on a government contract when you knew that the subcontractor had been debarred by a governmental agency?
- In the past five years, has your firm been the defendant in court on a matter related to any of the following issues:
 - Payment to subcontractors?
 - Work performance on a contract?
- In the past five years, has your firm or any owners, partners or officers, been assessed penalties, or found to have violated laws, rules or regulations enforced or administered by a government entity? This does not include owners of stock in your firm if your firm is a publicly traded corporation.
- Is a governmental entity or public utility currently investigating your firm for false claims or material misrepresentations?
- In the past five years, has a governmental entity or public utility determined your firm made a false claim or material misrepresentation?
- In the past five years, has your firm or any of its owners or officers been convicted of a crime involving the bidding of a government contract, the awarding of a government contract, the performance of a government contract, or the crime of fraud, theft, embezzlement, perjury, bribery? For this question, the term "owner" does not include those who own stock in a publicly traded corporation.
- Does your firm have any former employees of Catholic Charities? If yes, please provide details of the employee and year(s) of service with Catholic Charities.



- Does your firm have a known or potential conflict of interest with Catholic Charities? If yes please provide details. *It is the obligation of the vendor to alert Catholic Charities to any known conflict of interest, including whether the vendor has any known relationship to any person that is making decisions regarding the purchase of these services, whether the vendor owns any stock that may be in conflict with this contract, or has any other conflict under Catholic Charities Code of Ethics.*
- **General Questions**
 - Do you have the ability to make presentations of specific features or capacity capabilities if requested on all models proposed?
 - What other factors should Catholic Charities consider when making a decision?
 - Why should Catholic Charities choose your company?
- **References**

Proposers must provide a minimum of three (3) references for similar projects performed for clients within the last three (3) years. Information provided should include, but not be limited to:

 - Customer Name.
 - Customer project manager.
 - Customer project manager contact information including Address, Phone, Fax and E-Mail.
 - Project description.
 - Starting and ending project dates.
 - Types of services and/or equipment provided.
 - Staff assigned to project.



Exhibit A:

Mandatory Machine Requirements

Segment	Minimum Configurations
Segment 1	Document Feeder, min. One (1) 500 sheet paper drawer, print / scan configured and fax option.
Segment 2	Document Feeder, min. four (4) 500 sheet paper drawers, basic freestanding / internal staple / sort finisher, network print / scan configured and fax option.
Segment 3	Document Feeder, min. four (4) 500 sheet paper drawers, basic freestanding staple / sort finisher, network print / scan configured and fax option.
Segment 4	Document Feeder, min. four (4) 500 sheet paper drawers (or 2,000 sheet on-board capacity Charities), basic freestanding staple / sort finisher, network print / scan configured and fax option.
Segment 5	Document Feeder, min. four (4) 500 sheet paper drawers (or 2,000 sheet on-board capacity), basic staple / sort finisher, network print configured and fax option.
Segment 6	Document Feeder, min. four (4) 500 sheet paper drawers (or 2,000 sheet on-board capacity), basic staple / sort finisher, network print configured and fax option.



Exhibit B:

Service Level Agreement

Vendor agrees to maintain the following service levels defined below as targets:

Performance Criteria	Target Level
Average Fleet Uptime	98% or Better
Average On-Site Response Time	4 Hours or Less
First Time Fix	80% of all service calls or better
Timely Reporting	20 days after the close of the reporting period or less
Accurate reporting	No errors

Equipment Performance

Supplier guarantees each machine specified within the maintenance agreement will perform to either a) the monthly copies between service calls as measured by machine on a quarterly basis by segment listed below and / or b) the monthly uptime as measured by machine on a quarterly basis by segment listed below.

B&W Copier Segment	Monthly Uptime
Segment 1, 2, 3, 4, 5 and 6 B&W and Hybrid	98%

Should any unit fail to maintain these copies between calls and or the monthly uptime, excluding service calls caused by operator error that system will be subject to replacement at the customer's discretion on a like-for-like basis with then current technology. Prior to installing a substitute product, supplier will be allowed 90 days to remedy any quality or reliability issues. A designated factory authorized technician must certify each unit's ability to produce acceptable impressions with acceptable copies between calls. The guarantee will remain in effect for the term of the contract or up to five (5) years from the date of purchase/lease, provided the equipment has not been subjected to abuse or neglect and has been continuously covered by a Lease Agreement or Maintenance Contract. This replacement policy will remain in effect for the term of the contract and is subject to Catholic Charities remaining current with supplier's payment requirements.