



**Request for Proposal (RFP):**

Catholic Charities of the Archdiocese of Miami, Inc. (CCADM) is accepting bids until October 30<sup>th</sup>, 2024, for their Multifunction Copiers fleet.

CCADM is a non-profit social service agency serving the poor, the marginalized and those most in need in South Florida. We help serve our community through services provided by our Child Development Centers, Adult Day Care Centers, Counseling Services and many more. Our objective is to replace existing services and equipment, and to provide cost-effective solutions to our printing, scanning and faxing needs. CCADM requests detailed responses from all prospective Vendors, including pricing and service descriptions in a specified format, which is provided later in this RFP.

CCADM currently uses a combination of color and black/white multifunction copiers to provide printing, scanning and faxing to our 16 different locations.

**Vendor will deliver one Bid to the following address:**

Catholic Charities of the Archdiocese of Miami Inc.  
1505 NE 26 St (2<sup>nd</sup> floor)  
Wilton Manors, FL 33305

**Due Date: All bids must be delivered in a sealed envelope by 4:00 pm on October 30<sup>th</sup>, 2024**

Preliminary questions can be submitted via email to [mis@ccadm.org](mailto:mis@ccadm.org) with a deadline of October 11<sup>th</sup>, 2024.

After the initial bids are received Catholic Charities will be doing a shortlisting of the bids and will begin to do Interviews and Demonstrations of the bids that were chosen.

Bids received after the due date and time stated above will not receive consideration. For the bid package listed above, only original bids will be considered. Faxed bids will not be accepted. All bids received after that time shall be returned, unopened. The responsibility for submitting Bids before the stated time and date is solely the responsibility of the Bidder. Any disputes regarding timely receipt of bids will be decided by CCADM in its sole discretion. Bidders are to submit Bids at their own risk and cost.

**Catholic Charities Contact:**

Javier Garcia, Director of Information Technology

[jgarcia@ccadm.org](mailto:jgarcia@ccadm.org) 954-270-6312



## **Scope of work:**

### **Overview**

- CCADM is seeking proposals for multifunction copiers and related software (drivers, management software). Additionally, it is the goal of the RFP to acquire a program that creates a high level of vendor accountability through reporting and Service Level Agreement and create a cost saving over the current program.
- CCADM has the need for approximately 24 multifunction copiers throughout our locations. Out of those 24 machines, 14 will need to be color multifunction machines. All machines will need to be able to come complete with the following functions: faxing, scanning, , secure scanning, scan to email and scan to folder, copying and printing capabilities.
- We are looking for a vendor to provide quarterly reports on fleet uptime, service calls per machine, and number of impressions made during that period.
- Vendor should agree to maintain the following service levels:
  1. Average uptime of 98% or better.
  2. Average onsite response time of 4 hours or less
  3. Accurate reporting on the machines
  4. First time fix rate of 80% of all service calls.
- Term of the agreement we are requesting is 4 years with the option to sign 2, 1-year renewals depending on the usage and wear on the machines
- Vendor to assist in deployment of new device drivers to all endpoints on network.
- Vendor to provide onsite training to staff members at each site.

### **Billing**

Billing shall be provided on a Detailed Bill, included but not limited to: displaying line, circuit or calling information. CCADM wants vendors to itemize, price and invoice separately by site location. CCADM shall not be subject to charges not detailed or quoted herein. Billing documents should be available in paper or electronic format. Please identify any extra charges for paperless options.



## **Proposal Format**

The proposal shall be used to determine the Vendor's capability of rendering the services to be provided. The proposal is to include contact information, including principle contacts and officers, main and local business addresses, tax identification number, voice number(s) and email addresses. CCADM is a 501c3 agency and is exempt from federal taxes and state sales taxes. All pricing offered is to be inclusive of all delivery and installation of equipment and related software.

### **1. Cover Letter**

### **2. Executive Summary**

### **3. Project Management** (Provide a brief description of how the Vendor proposes to successfully manage this project and meet the objectives of this RFP.)

### **4. Services Proposal** (Provide installation time frames, response to issues, escalation procedures and restoration time periods for all services proposed)

- Please provide qualifications of representative assigned for implementation coordination, account maintenance and review of problems.
- What kind of support and maintenance will be provided for the equipment? Will supplies such as toner and support be included in the lease agreement?
- Provide an explanation of the problem reporting and resolution process that describes your support plan, including tiers, service levels and call escalation.
- What types of managerial reports are offered? (ie., copy, scan and printing reports by location)
- Will additional sites and services coincide with the current contract term or will a new agreement be created for each additional site and service?
- Provide three current corporate references for which you perform similar work. At least one of these references should be comparable to CCADM in size and requirements.
- Provide an overview of your Machine capabilities in regards to pages per minute, any additional accessories that can be added to them such as sorting, stapling, collating etc.
- Please describe which parts or consumables that are not included in your service and supplies pricing.
- Service costs should include technician installed parts.
- All preventative maintenance should be performed at the manufacturer's suggested intervals and should be included in the total cost of the proposal.

### **5. Cost Proposal**

- Clearly define all costs associated with the services defined in your proposal. Provide detailed pricing for the proposed solution; included separate costs for hardware components, support costs and professional services. The cost proposal must set forth all costs associated with the proposed scope of work for the RFP.
- The Vendor must acknowledge that all costs, including travel required to meet the RFP requirements are included. Include an estimated cost for all applicable fees, taxes, and surcharges.



- No cost increases in maintenance or supplies during the term of the contract.
- Pricing should include delivery, installation, network installation, training costs and removal costs as well.

### **General Terms and Conditions**

Receipt of a proposal neither commits CCADM to award a contract to any Vendor, and CCADM reserves the right to contract with a Vendor for reasons other than price. CCADM 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.

1. **Right of Rejection:** CCADM 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, may be accepted by CCADM at its sole discretion. In addition, CCADM reserves the right to fund (and proceed with project), not to fund the project, or to partially fund the project.
2. **Certification Regarding Debarment, Suspension, Ineligibility, Voluntary Exclusion and Cyber and General Liability Insurance:** By signing and submitting this proposal, Vendor certifies that neither Vendor nor Vendor's principals are 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 coverage. CCADM 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.
4. **Proposed Terms of Contract:** Contract must include a Trusted Business Partner agreement or Funding Clause to allow for early termination due to loss of funding. Vendor shall indemnify and hold CCADM harmless from all claims or demands relating to personal injury or damage to property resulting from a claim of negligence of Vendor. The awarded contract may be funded in whole or in part through third party funders (grants, gifts, subsidies, etc.). In the event that the awarded contract is at all funded by third parties and such funding is terminated, interrupted, reduced



or suspended, CCADM shall be entitled to immediately terminate this Agreement and be solely responsible for payment of services which were provided through the date on which Contractor was notified of the termination.

**Appendix A: Number of MFC per locations**

<b>Location</b>	<b>Address</b>	<b>Number of MFC's</b>	<b>Color Needed</b>
Central Office	1505 NE 26 <sup>th</sup> st. Wilton Manors, FL 33305	2	2
Wilton Manors Adult Day Care	1503 NE 26 <sup>th</sup> St. Wilton Manors, Fl 33305	1	
Wenski Groves	2101 NW 36 <sup>th</sup> St. Miami, FL 33142	1	
Congregate Meals	3000 NW 18 <sup>th</sup> St. Miami, FL 33142	1	1
Monroe Services	2700 Flagler Ave, Key West, FL 33040	1	1
New Life	3620 NW 1 <sup>st</sup> Avenue, Miami, FL 33127	1	
St. Lukes Center	7707 NW 2 <sup>nd</sup> Ave, Miami, FL 33150	2	1
UMP	PO Box 971580 Miami, FL 33157 PLEASE CONTACT Javier Garcia at 954.270.6312 for information regarding a site visit.	3	1
Matthew 25	14025 SW 142 <sup>nd</sup> Ave Miami, FL 33186	1	1
URMP	7300 N. Kendall Drive Suite #660 Miami, FL 33156	1	1
Good Shepherd	18601 SW 97 <sup>th</sup> Ave, Perrine, FL 33157	1	1
South Dade	28520 SW 148 <sup>th</sup> Ave., Leisure City, FL 33033	2	1
Centro Hispano	125 NW 25 <sup>th</sup> St., Miami, FL 33127	2	1
Holy Redeemer	1325 NW 71 <sup>st</sup> Street, Miami, FL 33147	2	1



**CATHOLIC CHARITIES**  
of the Archdiocese of Miami, Inc.

1505 NE 26<sup>th</sup> St.  
Wilton Manors, FL 33305  
Phone: 305-754-2444  
Fax: 305-754-6649  
Email: [info@ccadm.org](mailto:info@ccadm.org)

Notre Dame	130 NE 62 <sup>nd</sup> St., Miami, FL 33138	2	1
Sagrada Familia	970 SW 1 <sup>st</sup> Street, Miami, FL 33130	1	1