

Walpole Housing Authority
Request for Quote Issued: May 1, 2025
Procurement of Office Equipment RFQ 202501
Digital Multifunction System
Due Date: June 30, 2025

Vendor Inquiries and RFQ proposals only by email to: director@walpolehousing.org

**Vendor Responses should reference this RFQ number (RFQ No. 202501) in the subject line of any inquiries or responses

I. Purpose of Request

Walpole Housing Authority (WHA) is seeking quotes from qualified vendors for the purpose of leasing or purchasing one (1) Multi-function Copier (copy, print, scan, and fax) machine, along with maintenance/service agreement, to be installed at office located in Walpole, MA. The equipment specifications and requirements are outlined in the following Request for Quote (RFQ).

II. Need for Competitive Procurement

Competition in purchasing provides an equal opportunity for qualified vendors to compete for local private business including non-profit organizations in an attempt to offer the best prices, quality, or service. Competition is the central principal of any legitimate procurement process. In its purest form, competition ensures a free, open and healthy economy. When competition is available but is artificially restricted, the principles of public procurement are defeated.

III. Scope of Work

WHA is soliciting competition for the purchase of multifunction copier as outlined below.

IV. Term of Maintenance/Service Contract

This Maintenance/Service Contract will be binding from the date of award (contract signature date) and shall be in effect for a period of 36 months from the date the equipment is delivered, installed and made network operational by the selected vendor.

V. Delivery/Installation

The equipment is to be delivered and installed at the following WHA office location:

8 Diamond Pond Terrace, Walpole MA 02019

Delivery, installation and network setup are to be included in the price quoted herein. In order for installations to be considered completed, all optional accessories (i.e. fax board, print and scan kits) must be operational on WHA's network.

VI. Power Protection Requirement

Each multi-function Copier/printer installed under the contract shall include a power protection device at no additional cost to WHA.

VII. Specifications

Any deviation from the multi-function copier specifications indicated herein must be clearly identified by the vendor; otherwise, WHA will consider that all items contained in vendor's response is in strict compliance with these specifications and will hold the successful vendor responsible. If applicable, any deviation from the specifications must be explained in detail. Vendor must submit a specification sheet and product literature if offered manufacturer and model is other than what is specified.

VIII. Governing Laws

The Contract shall be construed in accordance with and governed by the laws of the Commonwealth of Massachusetts.

IX. Training

On-site training must be provided by the successful vendor once installation, setup and network configuration of the multi-function copier equipment is successfully completed. Additional training, if necessary, shall be provided within five (5) business days upon request at no additional charge to WHA.

X. Maintenance, Support and Supplies

The vendor shall be responsible for all post-installation support and maintenance, as set out in the Maintenance and Support contract. Maintenance and Support should include a provision of all consumable supplies required by the multi-functional copier (excluding paper and staples), on-site maintenance and troubleshooting, on-site mandatory maintenance and upgrades, and replacement of all irreparable components and/or devices.

Post-installation service and support shall be included in the contract price quoted herein and include supplies (excluding paper and staples), parts, labor and travel.

All supplies (excluding paper and staples) required for a fully operational printer/copies shall be included in the lease and/or purchase price quoted herein.

XI. Device Monitoring

WHA requires the ability to monitor device configuration and status information, including the operational status of the multifunctional copier equipment such as online status, toner level, paper supply, etc. from a computer on WHA's network. Additionally, meter readings from the multifunctional copier equipment will be configured to automatically transmit the information to the vendor.

XII. Time Schedule

WHA will maintain the following time schedule and select a qualified vendor for the one (1) Multifunction Copier Machines once all proposals are received by the deadline submission date and upon approval.

Request for Quote Issued: May 1, 2025

Deadline for Submission of Quote: June 30, 2025 @ 2:00 pm (EDT)

RFQ Award Notification: Pending Approval

XIII. Minimum Requirements for Bidding

1. Vendor must supply descriptive literature for the multifunction copier equipment being proposed, including hardware/software requirements for network configuration.
2. Vendor must provide a certificate or letter from the manufacturer stating that the service and supply dealer is authorized for the equipment proposed.
3. Any multifunction copier equipment deemed unacceptable by WHA shall be replaced at vendor's expense.

4. All multifunction copier equipment must be new and from the Original Equipment Manufacturer (OEM).]
5. The vendor must have an established process for resolution of complex or recurrent problems with the multifunction copier equipment.
6. The vendor must agree to provide an OEM replacement multifunction copier for each multifunction copier that fails to meet reliable performance expectations at no expense to WHA.
7. Dates and times for installations must be mutually agreed upon by vendor and WHA.
8. Upon notification, electrical receptables and network voice/data drops required for installation of the multifunction copier equipment will be provided by WHA, per vendor specifications.
9. The successful vendor must be able to provide service to the location set out in the RFQ.
10. The vendor must demonstrate a clearly defined chain of command from the service technician to a higher level of service and support when necessary.
11. The vendor must provide service credits for copies run during service calls or as a result of the multifunction copier equipment malfunction.
12. The vendor must be able to provide a detailed service history and equipment performance, upon request.
13. The proposed multifunction copier equipment must allow for absolute network integrity and security via password protection or network login restricting access to the multifunction copier equipment as well as the network

XIV. Instructions to Proposers

- A. All quotes must be submitted via email to:

Walpole Housing Authority, Monique S Bergeron, Executive Director
8 Diamond Pond Terrace, Walpole MA 02019-2620
director@walpolehousing.org

- B. All quotes must be submitted electronically as follows: Email Subject Line: RFQ – Multifunction Copier Purchase
- All quotes must be received by 2:00 pm on June 30, 2025.
 - Once submitted, vendors should expect a confirmation receipt within 24 hours. If no confirmation receipt is received, please contact via above instructions
 - RFQ must be submitted in Adobe PDF format.
 - All quotes will be reviewed and assessed for completion to ensure the requirements are met as set out below.
 - Delivery by methods or formats other than specified will not be accepted and will be deemed non-response to the RFQ.
- C. Quotes should be prepared simply and economically, providing a straightforward, concise description of provider capabilities to satisfy the requirements of the request.
- Emphasis should be on completeness and clarity of content.
- D. Questions from any vendor about the content or nature of the Request for Quote will be answered in writing in Addendum format and posted on WHA's website for review by all potential vendors.

XV. Proposal Format

All RFQ responses must be submitted in Adobe PDF format and include the following information:

1. **Company Information**: Vendor must provide the name of the company and the individual sales representative's name that will be submitting a response to the RFQ.
2. **Contact Information**: Proposal must provide an accurate mailing address of the business, as well as an email address and telephone contact information for the sales representative.
3. **Proposal Pricing**: vendor must indicate which services, supplies, shipping or other charges are reflected in the proposed price.
 - a. Proposal must represent the final pricing including, additional fees, discounts, rebates, and equipment.
 - b. If there is a discrepancy between the services, supplies, shipping or other charges that have been indicated as included in the proposed price and the maintenance and support agreement submitted by the vendor, the vendor's proposal may be deemed non-responsive.
4. **Statement of Affirmation**: by submitting this proposal, vendor affirms compliance with the minimum requirements for items 4-13 of Section XIV.
5. **Maintenance, Support & Supplies**: a description of vendor's capacity to provide post-installation training, service, support and supplies.
6. **Additional Pricing**: Vendor must specifically list any service(s) not covered in the proposal price and specify the rate proposed to be charged for that service. All quoted rates for time and service by the vendor will be considered firm for the term of the maintenance and support contract.
7. **References**: Vendor must provide the names and contact persons of at least three (3) current clients where similar multifunction copier equipment has been provided as contained in this RFQ.
8. **Material Litigation and Debarment**: vendor must indicate whether the company is currently involved with any material litigation or federal debarment action or has been within the past three years directly or indirectly.

XVI. Evaluation of Requests for Quote

1. WHA will evaluate Requests for Quote proposals based on the Selection Criteria listed below.
2. Questions from any vendor about the content or nature of the Request for Quote will be answered in writing and posted on WHA's website for review by all potential vendors.
3. All quotes will be scored based on the criteria outlined in this RFQ and the results will be posted on the webpage as soon as a successful vendor is notified, and contract approval is completed.
4. Each quote will be independently evaluated on Factors A, B and C.

XVII. Selection Criteria

Factors	Weight Given
Responsive of the written proposal to the purpose and scope of service	30%
Ability and history of successfully completing contracts of this type, meeting projected deadlines and experience in the installation of multi-function machines	30%
Price	40%
Total Criteria Weight	100%

XVIII. Terms and Conditions

- A. WHA reserves the right to reject any and all quotes and to waive minor irregularities to any quote.
- B. WHA reserves the right to request clarification of information submitted and to request additional information from the vendor.
- C. WHA reserves the right to award the contract to the next most qualified vendor if the successful vendor does not execute a contract within thirty (30) days after the award of the contract/lease has been announced.
- D. Any quote may be withdrawn up to the date and time set in this RFQ. Any quote not timely withdrawn shall constitute an irrevocable offer for a period of sixty (60) days to sell/lease to WHA the equipment described in the following specifications or until one or more of the quotes have been granted approval.
- E. The contract resulting from acceptance of a quote by WHA shall be in a form supplied or approved by WHA and shall reflect the specifications in this RFQ.
- F. WHA reserve the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFQ and which is not approved by WHA.
- G. WHA shall not be responsible for any cost incurred by the vendor in preparing, submitting, or presenting its response to the RFQ.
- H. All quotes, documents, and forms will become the property of WHA upon electronic delivery and confirmation of the submitted proposal.

XIX. Multifunction Copiers Specifications

WHA seeks to purchase one (1) Multifunction Copiers with a service agreement by meeting the following minimum specifications and requirements:

Pricing Must Include:

1. All parts and onsite maintenance provided by factory trained technicians
2. Four (4) Hour minimum service response time
3. All consumable supplies (i.e. toner, fuser, drums, waste containers), excluding paper and staplers.
4. All new multifunction copiers / printers shipping cost (delivery and removal at lease end, if applicable)
5. All shipping of consumable supplies
6. Equipment must be newly manufactured

Questions/Responses:

1. Explain how you will proactively manage the proposed multi-function machines.
2. What is covered under your warranty and for how long?
3. Explain your installation, setup, network configuration and implementation process of the new equipment and how it will affect the productivity of WHA staff.
4. How do you charge for impressions larger than letter size or more than 10% fill?
5. What type of preventive Maintenance and support services do you offer?
6. Explain how the new multifunction machine will improve WHA's productivity.
7. Explain the process by which a service call is submitted, processed and executed.

Please provide the following support material for all products offered in this RFQ:

1. Network performance rating specification sheets for each product offered (rate speed vs. actual speed)
2. Equipment Brochures

Software Features

1. All equipment shall be “user friendly” with an uncomplicated display
2. Displays should be customizable
3. Equipment shall have the ability to scan, email (SMTP) and create a multiple page .tiff file minimum resolution of 300 dpi.
4. Equipment should be able to scan into multiple file types, including: PDF, TIFF, Encrypted PDF, Searchable PDF, Word and Excel.
5. End users should be able to easily name the file at the point of scan.
6. End users should be able to browse network folders and print back at the MFP control Panel.
7. Equipment should have the capability to accept print job via e-mail without having to load drivers or access the organization secured WIFI.
8. Capability of usage reporting for cost recovery or billing
9. Equipment should be able to send confidential jobs to a password protected folder.
10. Equipment should be able to be monitored remotely.
11. Print jobs may be sent as secure print documents and can be released after entering 4-digit code. Jobs may also be sent to a secure user box which may also require a password to access and release print jobs.
12. Built-in wireless connectivity

Minimum Standards List

1. Automatic document feed
2. Collate, staple, and duplex
3. Two trays for size up to 11”x17”
4. Auto duplex/feed
5. Network Printing directly from Windows 11
6. Interruption capabilities
7. Job Queuing
8. Color and monochrome scanning to email
9. Bypass tray
10. Confidentiality copy/printing solution
11. Scan to email
12. Scan to USB
13. Print speed Black: up to 65 ppm or higher

Optional List

1. Built-in Optical Character Recognition (OCR) can convert scanned documents to text searchable PDF format, Microsoft Office file formats and others