Request for Qualifications

Managed Copy & Scanning Program for Rowan University

RFQ 17-14
Modified Bid Opening Date:
12/14/16

Rowan University
The Office of Contracting & Procurement

201 Mullica Hill Road
Glassboro, NJ 08028
Linden Hall, Room 136
Phone: 856.256.4171
Email: bids@rowan.edu
Table of Contents

Administration Information 2
- Institution Contacts
- Schedule of RFQ Events

Required Procurement Documentation 3

Scope 4

Contract Deliverables 16
- Instructions
- Evaluation and Selection Criteria
- Proposal Page
Administrative Information

Rowan University Contacts:

All questions must be submitted via email with the subject heading:

“RFQ 17-14 Managed Copy & Scanning Program”

Inquiries will not be accepted by telephone. Questions or inquiries should be sent to bids@rowan.edu. See Section XII.B. for further details.

All questions submitted will be answered on the Contracting & Procurement Department website on the date indicated below.

Questions regarding opening documents or accessing items on the website should be addressed to:

Alexis Jones
Office of Contracting & Procurement
E-mail: jonesal@rowan.edu

Due Date:

Submissions must be received no later than October 27th, 2016 at 2:00 pm in the Contracting and Procurement Office, located at Rowan University, 201 Mullica Hill Road, 136 Linden Hall, Glassboro, NJ 08028.

In order to be considered for the award, all packages must be received at the appropriate location by the required time. Any package not received on time at the noted location may be rejected.

Refer to the Submissions Requirements section of this document for details.

Schedule of RFQ Events:

- Request for Qualifications Issued
- Questions Due
- Answers Posted to Website
- Qualifications Due

- 10/06/16
- 10/13/16
- 10/20/16
- 10/27/16 12/14/16 @ 2:00 pm
# Required Procurement Documents

The documents as listed below are Procurement documents mandated by State regulation and University policy. All documents as listed must be included with your submission package in order for your proposal to be deemed responsible for this offering.

<table>
<thead>
<tr>
<th>Required Documents</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Proposal Page</td>
<td>Must be included or submission will be rejected</td>
</tr>
<tr>
<td>2 Contractor Certification and Disclosure of Political Contributions Public Law 2005</td>
<td>Must be included or submission will be rejected</td>
</tr>
<tr>
<td>3 Non-Collusion Affidavit</td>
<td>Must be included or submission will be rejected</td>
</tr>
<tr>
<td>4 New Jersey Business Registration Certificate <a href="#">Vendors can check the status of their BRC here.</a></td>
<td>Must be registered with the State at the time of bid opening or submission will be rejected.</td>
</tr>
<tr>
<td>5 Taxpayer Identification Request (W-9 Form)</td>
<td>Must be included or submission may be rejected</td>
</tr>
<tr>
<td>6 Exhibit A Mandatory EEO Language for Goods, Professional Services &amp; General Service Projects</td>
<td>Must be included or submission may be rejected</td>
</tr>
<tr>
<td>7 EEO/AA Evidence Disclosure</td>
<td>Must be included or submission may be rejected</td>
</tr>
<tr>
<td>8 New Jersey Policy Prohibiting Discrimination in the Workplace &amp; Model Procedures for Internal Complaints Alleging Discrimination in the Workplace, and Acknowledgement of Receipt. (Policy: Do not return with package. Model Procedures: Do not return with package)</td>
<td>Must be included or submission may be rejected</td>
</tr>
</tbody>
</table>

**Note:** All documents listed are required whether the proposer is a New Jersey entity or not.

Please direct any questions you may have on the above to the assigned buyer for this project.
PROJECT OVERVIEW

Rowan University is seeking to contract with a firm to provide a comprehensive departmentally Managed Copy and Scanning Program impacting all four (4) of the University’s campuses and various offsite clinics. Currently, the University has a device fleet with purchased and leased equipment. Ultimately, the University wants to pool all devices into one contract with a common term.

In full and close support of the cost reduction and sustainability efforts underway on all campuses, the University requires new and effective features that will stretch departmental dollars and conserve University resources.

The Vendor(s) shall identify available programs, procedures, methods, techniques and systems that will decrease cost, promote electronic handling and document storage, and minimize program management time.

INTRODUCTION

Rowan University has undergone a major transition and unprecedented growth over the last few years. In addition to Rowan’s Main Campus located in Glassboro, New Jersey and urban campus located in Camden, NJ, Rowan opened the doors of the first new Medical School in 35 years in the State of New Jersey, the Cooper Medical School of Rowan University, in the summer of 2012. On July 1, 2013 Rowan again changed dramatically as a result of the N.J. Medical and Health Sciences Education Restructuring Act. Through this legislation, Rowan University has been designated as the most recent comprehensive public research institution in the nation. The act also transferred the University of Medicine and Dentistry School of Osteopathic Medicine to Rowan, making Rowan only the second institution to have both a D.O. granting medical school (RowanSOM) and M.D. granting medical school (Cooper Medical School of Rowan University). Rowan University is currently the home to approximately 16,000 students supported by approximately 3,800 faculty and staff members.

The increase in copier expenditures over the last few years, as shown in the chart below, and the proposed expansion of the University indicates an advanced and comprehensive printing and scanning program is required for the current population and the additional growth expected.

<table>
<thead>
<tr>
<th>FY</th>
<th>Annual FY Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY13</td>
<td>$200,000.00</td>
</tr>
<tr>
<td>FY14</td>
<td>$250,000.00</td>
</tr>
<tr>
<td>FY15</td>
<td>$325,000.00</td>
</tr>
<tr>
<td>FY16</td>
<td>$410,000.00</td>
</tr>
</tbody>
</table>
I. **SCOPE** Vendor(s) shall include a complete description of all products and services offered in their Proposal to meet the criteria outlined throughout this RFQ. The Vendor shall service all four (4) campuses and any additional properties acquired during the term of contract. Campus maps are available at: [Maps](#).

A. The Managed Copy and Scanning Program at Rowan University is being implemented to provide a framework for management of distributed copiers, scanners, multifunctional devices (MFDs) and Duplicating production equipment at the University.

B. Note that the existing leases do not end at the same time. Lease end dates available are included in the spreadsheets in the [Appendix](#).

C. **Goals:**
   1. To the maximum extent possible, document handling should be electronic, avoiding hardcopy production.
      a. MFDs, under the program, will seamlessly connect to the University network.
      b. As technology has greatly improved and expanded the capabilities of MFD’s, it has also enabled the ability to electronically create, read, duplicate, distribute and file documents.
      c. With the University goals to decrease the consumption of paper and increase the electronic handling and storage of documents in mind, contracted vendors will identify and eliminate any unnecessary equipment and offer solutions for impacted departments.
      d. Vendors will promote scanning and electronic documentation across all campuses.
   2. In addition to the reduction of hardcopies, the University wants to reduce and centralize the management of the current fleet in order to achieve the following:
      a. Lower overall cost for copying and scanning services.
      b. University managed control through program standardization.

D. **Expectations:**
   1. The successful Vendor is expected to replace the leased and owned devices with digital multifunction devices of appropriate capacity for each location. New devices are to be multifunction and include scan, copy, print, and FAX functionality where applicable.
   2. Individual leases should include, but not be limited to, equipment, delivery, setup, training, support, toner replacement, routine repair and maintenance.
   3. Vendors may offer to buy out any lease that has one or more years left on the contract.
   4. The ability to relocate or change machines as demand changes is essential.
      a. Upon the agreement of both parties, equipment installed under this agreement may be relocated to meet changes in demand.
      b. There must be an upgrade path, which assures the University of at least five (5) years useful life of the equipment and there must be a remedy for reduced increase in demand.
   5. The Vendor is responsible for establishing and using a process to collect meter readings and other billing information on a regular monthly cycle.
   6. All devices are to include an internal copy control process to gather copier and scanner use and account information electronically from Macintosh® and Windows® applications.
   7. Vendor shall provide service agreements for equipment purchased by the University prior to the new program launch.

E. **Equipment:** Vendors shall provide the University with their equipment fleet information.
   1. All machines shall be new and of first quality.
   2. Items which are used, demonstrators, obsolete, seconds or which have been discontinued are unacceptable.
   3. All Vendors must be authorized dealers of the product lines submitted.
   4. **Toner:** Vendors will be responsible for providing and replacing toner cartridges.
a. Toner should be replaced within 24 hours of initial request.
b. Toner cartridge disposal, and other parts, shall adhere to the appropriate state and Federal laws and guidelines.

5. **Warranties:** All Vendors must provide any/all warranty information whether it is expressed or implied for specific products at the time of delivery.

**F. Delivery & Freight:**

a. Delivery costs are the responsibility of the awarded vendor.
b. If special delivery or handling charges are applicable they shall be pre-approved by the order initiator.
c. The Vendor, within twenty-four (24) hours after receiving a purchase order, shall notify the University of any potential delivery delays. Repeated evidence of inability to deliver or intentional delays shall be cause for Contract cancellation and/or Contractor suspension.
d. The vendor will arrange for the return of all erroneously ordered or shipped items at no cost to the University. There will be no restocking fee for returns of items that are damaged or shipped by the vendor in error.

**G. Training:** Ongoing, effective and accessible technical support and training to meet the changing needs of the University is required.

**H. Reporting:** Vendor shall provide a sample list of common user reports that are available. Include the type of report, the information provided in the report, the frequency of the report, the process to request the report, and the process used to deliver the report.

1. In addition, the University will require monthly program reports that provide the following information:
   - **Monthly Usage/Meter Report:** A list of all contracted machines, descriptions, campus locations, lease numbers and usage.
   - **Monthly Contract Maintenance Report:** A list of any machine that has been serviced, discontinued, replaced, relocated, been given a new UPC/SKU#, or otherwise been deactivated from the original contract list.

**I. Billing, Invoicing:** Vendor shall describe its invoicing control process, including the controls available to restrict purchases to requisition procurement only and the ability of buyers to confirm credit postings to their accounts. Physical invoices should be submitted monthly and contain, at a minimum, the following information:

a. Word descriptions of items being billed
b. Purchase order number
c. Company or departmental name or code
d. Release and catalog numbers
e. Lease number
f. Price breakdown

**J. Customer Service:** Describe the level of customer service that will be provided, including procedures that will ensure consistency and problem resolution. The description should include, but is not limited to:

a. Customer service key personnel and organizational structure; including, but not limited to:
   - Contract Manager
   - Sales Representative & Sales Manager
   - Technical Support
b. Contact process (phone, email, fax, etc.)
c. Follow up process
d. Process to handle back ordered or out-of-stock products, including alternate suggestions and pricing policy

e. Internal procedures to track customer service contact and resolution.

f. **Service Maintenance**: shall be performed in a manner consistent with accepted industry standards
   - Maintenance Service is defined as preventative maintenance, emergency calls, parts and other services required to keep devices fully operational and maintained in good working order.
   - Service must be provided on-site during the University’s normal operating hours
   - After hours service must be available and provided by a qualified technician.
   - Vendor shall specify maximum response time for on-site service requests.
   - Service technician shall meet the certification requirements of the manufacturer.

*Note*: The University supports several Research disciplines that operate extended hours and work weeks. The awarded Vendor shall be able to provide 24/7 Customer Service.

K. **Sustainability Policy**: Rowan University is committed to sustainable practices and will seek to procure sustainable products whenever possible. The Vendor must provide an overview of its organization’s environmental and/or sustainability policies, and specifically identify information relating to:
   1. Electronic Documentation
   2. Recycling Programs
   3. Reuse of Products
   4. “Green” Products
   5. Waste Minimization
   6. Waste Disposal
   7. The Vendor will comply with all environmental legislation and policies relating to the products and services offered.
   8. Every effort will be made to perform the negotiated services in a manner that reduces environmental impact whenever possible, while minimizing conflicting objectives such as low cost.

L. See Submission Requirements (Section XIII, Pages 14-15) for further clarification.

III. **TERM OF AGREEMENT**:

A. The anticipated contractual period will be for five (5) years with five (5) possible renewals of one year each, subject to budgetary approval on a yearly basis. Rowan University reserves the right to alter this time period upon review of all proposals.

*NOTE*: To better align with Rowan’s fiscal year, the contract will commence the beginning of the next fiscal year, July 1, 2017 (Rowan’s fiscal year runs from July 1st through June 30th). Rowan will contract with the awarded vendor for goods and services procured from the date of award through the start date of the contract if necessary.

B. The University reserves the right to terminate the awarded vendor’s services for cause at any time during the term of the contract.

C. In the event that the University terminates services, written notice will be provided thirty (30) days in advance of termination date.

D. The awarded vendor may not assign sell or sub-contract its obligations under the contract to any third party without prior approval in writing by the University.

E. In the event that the contract is terminated either by contract expiration or by voluntary termination by the University, the vendor must continue all services until new services become
completely operational.
F. The vendor will be responsible for any additional costs incurred by the University in utilizing any replacement firm.

IV. PROCEDURAL REQUIREMENTS & AMENDMENTS
A. The awarded vendor will comply with all procedural instructions that may be issued from time to time by the Contracting Officer of the University or designee.
B. During the contract period, no change is permitted in any of its conditions and specifications unless the awarded vendor receives written approval from the Contracting Officer or designee.
C. Should the awarded vendor find at any time that existing conditions make modification in requirements desirable; it shall promptly report such matter to the Contracting Officer or respective designee of the University for consideration and decision.
D. During the period of the contract or any extension thereof, the University reserves the right to add or delete specific products. The awarded vendor will be given thirty (30) days notice to effect requested changes.
E. The awarded vendor’s engagement partner and/or manager may be required to meet periodically with the contracting officer or his/her representatives, to discuss services.
F. Rowan University may make changes in the general scope of the contract services provided by the vendor by written notice. The vendor shall promptly comply with the notice and shall bring all subsequent services in conformance with the notice.
G. If any such changes causes a material increase or decrease in the vendor’s cost of operation or the time required for attainment of required service levels, an equitable adjustment in the contract cost or time allotted for fulfillment of the contract shall be negotiated and the contract modified accordingly. Any change, alteration or modification of any contract will be valid and binding only if by a submittal of a proposal, vendor hereby agrees to negotiate on good faith.

V. INSURANCE REQUIREMENTS
A. Vendor agrees to obtain and maintain, at its sole expense, the insurance coverage described below. All insurance must be placed with an insurance company licensed to conduct business in the State of New Jersey and maintaining an A.M Best Rating of “A” or better with a financial size rating of Class XI or larger. All insurance required herein shall be written on an Occurrence basis, unless otherwise noted, shall contain a waiver of subrogation in favor of Rowan University and the State of New Jersey, and will be in effect no later than 12:01 A.M. at the start of the day of the contract and must remain in effect for the duration of the contract, including any extensions.
B. Vendor agrees that no insurance policy will be cancelled, reduced, or revised without thirty (30) days prior written notice to Rowan University. In addition, required insurance will be primary to any other insurance available and any limitations of Vendor’s insurance will not relieve the Vendor of its indemnification responsibilities to Rowan University and the State of New Jersey per Section VIII. Indemnity.
C. Insurance Required:
   1. Workers’ Compensation Insurance with statutory limits applicable to the laws of the State of New Jersey and any other State or Federal jurisdiction required to protect the employees of Vendor who will be engaged in the performance of work under this contract.
   2. Employers’ Liability Protection with a limit of liability not less than one million dollars ($1,000,000) bodily injury, each occurrence; one million dollars ($1,000,000) disease, each employee; and one million dollars ($1,000,000) disease, aggregate limit.
3. Commercial General Liability written on a current ISO Occurrence Form or equivalent. The General Liability policy will include, but not be limited to, coverage for bodily injury (including death) and property damage arising from premises and operations liability, products and completed operations liability, personal injury and advertising liability, sexual abuse and molestation, contractual liability, and fire legal liability. Vendor agrees to maintain the following general liability limits of coverage:

- per occurrence .......................................................... $1,000,000
- products/completed operations aggregate.................. $3,000,000
- personal and advertising injury................................. $1,000,000
- general aggregate...................................................... $3,000,000

A “per location or Project endorsement” shall be included so that the general aggregate limit applies separately to the Rowan location or Project.

4. Comprehensive Automobile Liability written on an occurrence basis covering owned, non-owned, and hired vehicles. The limits of liability shall not be less than a combined single limit of one million dollars ($1,000,000) per occurrence.

5. Excess Liability, umbrella insurance, follow form, applying excess of the commercial general liability, commercial automobile liability and employer’s liability insurance in minimum amounts of one million dollars ($1,000,000) per occurrence, one million dollars ($1,000,000) general aggregate, and one million dollars ($1,000,000) products/completed operations.

6. Pollution Legal Liability insurance policy, if applicable to the services performed under this contract, in minimum amounts of two million dollars ($2,000,000) per occurrence. If this policy is written on a claims-made policy form, Vendor agrees that upon termination of the claims-made policy a retroactive reporting policy (tail policy) will be purchased to provide coverage for losses that occurred during, or as a result of, the provision of Vendor’s services under this contract, but are not discovered until after completion of services under this contract.

7. Professional (Errors & Omissions) Liability insurance, if applicable, in minimum amounts of two million dollars ($2,000,000) per claim. If this policy is written on a claims-made policy form, Vendor agrees that upon termination of the claims-made policy a retroactive reporting policy (tail policy) will be purchased to provide coverage for losses that result from the professional services provided during the term of this contract regardless of when a claim is made.

D. The General Liability, Automobile Liability and Pollution Legal Liability policies shall each name Rowan University and the State of New Jersey as additional insureds.

E. Vendor shall bear all costs of all policy deductibles.

F. Vendor may, if they so desire, include with their proposal the applicable certificates of insurance. This will expedite the contract award process for the awarded vendor.

G. Within ten (10) days after receipt of notice of intent to award contract, and if applicable, annually thereafter until contract termination, Vendor will furnish Rowan University with Certificates of Insurance evidencing all required insurance.

1. Certificates must evidence the Additional Insured language.

2. Certificates will be submitted to the Senior Director of Contracting and Procurement, Rowan University, 201 Mullica Hill Road, Glassboro, NJ 08028.

H. The awarded vendor shall assume all responsibility for its actions and those of anyone else working for it while engaged in or traveling to or from any activity connected with this agreement. The successful proposer agrees to defend, indemnify, and hold harmless Rowan University and its officers, agents, staff members and employees, from all actions, claims, and demands whatsoever.
that may be asserted by, or on behalf of anyone, against the University, its officers, agents, staff members and employees because or as a result of, any accident, injury or illness that may occur to or be sustained by any person, agency, or company that arises out of the activities conducted under this RFP by the proposer, their employees or anyone acting on the proposer’s behalf.

I. Rowan University, as a State funded University, will not indemnify vendors in any form.

VI. VENDOR PERSONNEL
A. While on University property:
   1. All personnel shall observe all rules and regulations in effect at Rowan University governing safety and personal conduct.
   2. Vendor employees shall be subject to control of the University but under no circumstances, shall such persons be deemed to be employees of the University.
B. The vendor or his personnel shall not represent themselves or be considered as employees of Rowan University or the State of New Jersey.
C. CRIMINAL BACKGROUND CHECKS ARE MANDATORY for all non-university personnel performing work on the Rowan University Campus. Vendors, consultants, contractors and subcontractors are required to take all reasonable steps to assure that their employees do not represent a threat to the campus community. Failure to comply with this requirement may result in immediate termination of any award or contract.
D. The proposer shall be solely responsible for all damage or unauthorized destruction to any Rowan University buildings, equipment, premises or facilities; lease, lent, or in the care, custody or control of the University or State.
E. The Vendor shall remove from the Rowan University work place, any of its employees who are found to be unacceptable by the University. Such requests will not be unreasonable.
F. While on University premises, all vendor employees must wear attire that identifies them as vendor’s employee with identification visible.
G. All vendor motorized vehicles shall be identified with the company’s name and/or logo in clear view.

VII. COMPLIANCE LAWS
A. The awarded vendor must comply with all local, state and federal laws, rules and regulations applicable to this contract and to the work to be done hereunder. Including, but not limited to:
   1. Vendors are required to comply with the requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27.
   2. If awarded a contract, winning vendor will be required to comply with the requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27.
   3. Rowan University is committed to affirmative action and equal opportunity in all areas of operation. Those submitting proposals must certify that their firm has an updated affirmative action/equal opportunity program.
B. All vendors submitting proposals must not be barred or otherwise suspended from doing business with government entities as evidenced by the SAM (System for Award Management) database, fka EPLS.
C. All vendors shall be able to comply with the requirements of Public Law 2005, Chapter 51, N.J.S.A. 19:44A-20.13-25 (Formerly Executive Order 134) and Executive Order 117 (2008).
D. Where conflict among the compliance requirements for the products and services contained in this request or with these specifications exists the most stringent requirements shall be utilized.
E. The most recent edition of any relevant regulation, standard, document, or code shall be in effect.
VIII. REPRESENTATIONS AND WARRANTIES
In submitting a proposal for this offering, the vendor expressly warrants that:

A. The vendor has legal capacity to execute and perform any Agreement arising from this RFQ.

B. Any Agreement arising from the award of this RFQ is a valid and binding Agreement enforceable against the vendor according to its terms.

C. The execution and performance of an agreement by the vendor does not, and will not, violate or conflict with the terms of any existing Agreement or understanding of which the vendor is a party.

D. The execution and performance of an Agreement by the vendor does not, and will not, violate or conflict with any law, rule, regulation, judgment or order of any court or other adjudicative entity binding the vendor.

E. The vendor knows of no reason why the vendor is in any way, physically, legally, or otherwise, precluded from performing the obligations under an Agreement arising from this RFQ, in accordance with its terms, including without limitation those relating to health and safety.

F. Such warranties shall survive and shall not be deemed waived by delivery or acceptance of, or payment for the goods and services.

G. The vendor warrants and represents that products, when delivered, shall meet or exceed all applicable standards as mandated by State and Federal regulation.

IX. INDEMNITY
A. The awarded vendor agrees to indemnify, protect, save harmless, and defend Rowan University, its governors, officers, employees, and agents from and against any and all claims, losses, costs, damages, and expenses, including legal costs and attorney fees, and demands of any kind whatsoever, whether for bodily injury, including death, damage to property, including the loss of work performed by the Proposer, its agents or employees, alone or with others, or resulting from or arising out of services provided jointly by the Proposer, its agents or employees or servants.

B. Vendor shall reimburse, and make good to the University all monies, which the University or its representatives shall pay, or cause to be paid, or become liable to pay, by reason of such claims, or in connection with any litigation, investigation or other matters connected therewith.

C. This indemnification obligation is not limited by, but is in addition to the insurance obligations contained in this agreement.

X. DEFAULT
In case of failure to deliver goods or services in accordance with the contract(s) terms and conditions, Rowan University, after due oral or written notice, may procure substitute goods or service from other sources and hold the vendor(s) responsible for any resulting additional purchasing and administrative costs. This remedy shall be in addition to any other solution, which Rowan University may have.

XI. SALE OR BANKRUPTCY OF BUSINESS
A. If during the life of this Agreement, the awarded vendor disposes of its business by sale, transfer, force of law or by any means to another party, all obligations are transferred to such purchaser. In this event, the new owner(s) may, in Rowan University' discretion, be required to submit a performance bond in the amount of the value of services to be delivered pursuant to this Agreement.

B. In the event of the institution of any proceedings by or against the awarded vendor, voluntarily or involuntarily, in bankruptcy or insolvency, or under the provisions of the Federal Bankruptcy Act, or for the appointment of a receiver or trustee or an assignee for the benefit of creditors of the
property of the vendor, Rowan University shall have, in addition to the rights previously stated, the right to cancel this Agreement forthwith.

XII. GENERAL
A. Rowan University may need to issue one or more addenda related to this RFQ. Such addenda shall be added to the original RFQ document and posted at: Office of Contracting & Procurement. It will be the responsibility of the prospective vendors and other interested parties to familiarize themselves with the web site and visit it regularly during the RFQ process for updated information or addenda related to this RFQ.
B. Short procedural inquiries may be accepted by telephone by the buyer noted for this project. However, oral explanations or instructions given over the telephone shall not be binding upon the University. Proposers shall not contact any person within the University directly, in person, or by telephone, other than the assigned buyer, concerning this project.
C. Any modifications to the bid document prior to award may invalidate entire submission.
D. If a joint venture is submitting a proposal, the agreement between the parties relating to such joint venture shall be submitted with the joint venture’s submission.
E. The awarded firm may not assign sell or sub-contract its obligations under the contract to any third party without prior approval in writing by the University.
F. Rowan reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous situation for Rowan.
G. Rowan reserves the right to suspend or terminate the procurement process described in this RFQ at any time (in its sole discretion). If terminated, Rowan may determine to commence a new procurement process or exercise any other rights provided under applicable law without any obligation to the Respondents.
H. Patents: The Suppliers shall hold and save the University, its officers, agents, and employees harmless from liability of any nature or kind, including cost and expense for or on account of any patented or unpatented invention, article, or applicable manufacturer or use in materials and forms of construction as will satisfy the University’s requirements.
I. Submission as Public Information and Property of Rowan
Submissions will be held confidential during the proposal process until such time as the final contract is executed, upon such time the proposal submittals may be subject to the Open Public Records Act for non-propriety information. It is the responsibility of the prospective vendor to indicate what submitted information is proprietary.
J. All submissions will become the property of Rowan. Submitted packages will not be returned to respondents unless they are received late.
K. In submitting a proposal, the Vendor agrees, unless specifically authorized in writing by an authorized representative of Rowan University on a case by case basis, that it shall have no right to use, and shall not use, the name of Rowan University, its officials or employees, or the Seal of the University:
   1. In any advertising, publicity, promotion;
   2. To express or imply any endorsement of agency’s services;
   3. To use the name of the State, its officials or employees or the University seal in any manner (whether or not similar to uses prohibited by (a) and (b) above) except only to manufacture and deliver in accordance with this agreement such services as are hereby contracted by the University.
L. The preparation of a proposal shall be at the expense of the respondent. Rowan University will not reimburse firms for any costs associated with the preparation or submittal of a response.
M. Rowan University does not allow payment of attorney fees for litigation regardless of disposition of matter.

N. By responding to this RFQ, firms acknowledge and consent to the conditions set forth herein relative to the submission, review and consideration of your response.

O. Submissions which, in the sole judgment of Rowan, fail to meet the requirements of the RFQ or which are in any way conditional, incomplete, obscure, contain additions or deletions from requested information, or contain errors may be rejected.

P. Rowan University will not accept jurisdiction in any State except New Jersey.

Q. The vendor shall be solely responsible for all damage or unauthorized destruction to any Rowan University buildings, equipment, premises or facilities; lease, lent, or in the care, custody or control of the University or State.

R. Rowan University reserves the right to reject any or all submissions or to award in whole or in part if deemed in the best interest of the University to do so.

S. This RFQ is not binding on the University.

T. Protest of restrictive specifications or improprieties in the solicitation, by an interested party, must be received by the Procurement Department in writing not less than ten (10) working days before the closing date for receipt of submissions.

U. Unless specifically noted within this RFQ, Rowan’s Standard Terms and Conditions take precedence over any special terms and conditions contained in this RFQ.

V. Proposers assume sole responsibility for the complete effort required in this RFQ. No special consideration shall be given after proposals are opened because of a proposer’s failure to be knowledgeable of all the requirements of this RFQ. By submitting a proposal in response to this offering, the proposer represents that it has satisfied itself, from its own investigation, of all the requirements of this RFQ.

W. Rowan University has the option, in its sole discretion, to reduce the scope of work for any task or subtask called for under this contract. In such an event, the Senior Director of Contracting and Procurement (Senior Director) shall provide advanced, written notice to the vendor.

   1. Upon receipt of such written notice, the vendor will submit, within five (5) working days to the Senior Director of Contracting & Procurement, an itemization of the work effort already completed by task or subtasks. The vendor shall be compensated for such work effort according to the applicable portions of its cost proposal.

X. The Senior Director may, for valid reason, issue a stop order directing the vendor to suspend work under the contract for a specific time. The vendor shall be paid until the effective date of the stop order. The vendor shall resume work upon the date specified in the stop order or upon such other date as the Senior Director may thereafter direct in writing. The period of suspension shall be deemed added to the vendor’s approved schedule of performance. The Senior Director and the vendor shall negotiate an equitable adjustment, if any, to the contract price.

Y. Rowan University reserves the right to cancel this contract with thirty (30) days written notice to the vendor(s) with or without cause.

Z. No party, including any respondent to this RFQ, is granted any rights hereunder.

AA. The proposal submitted by the vendor shall be binding on the vendor.

BB. Rowan University reserves the right to seek clarification and additional information at any point in connection with vendor information or other communication regarding this RFQ.
XIII. **SUBMISSION REQUIREMENTS**

A. Conditional submissions will not be considered.

B. Proposals must be placed in a sealed envelope and clearly labeled with the title “RFQ 17-14 Managed Copy & Scanning Program” and the firm’s name and business address.

C. In order to be considered, vendors must submit a complete response to this RFQ.

D. The RFQ should be concise and shall be organized in a manner so the selection committee may quickly access pertinent information.

   1. Every effort should be made to avoid duplicating the information presented in the RFQ.
   2. Submissions in any other format other than listed below may be considered informal and may be rejected.
   3. Each team’s RFQ must include an index and be organized by discrete sections corresponding to the criteria and in the same order as listed below.

E. **Submission Format:**

   1. **Letter of Transmittal:** Each submission must be accompanied by a letter of transmittal not exceeding two (2) pages. The letter must include the full legal name and business address of the firm.

   2. **Vendor Service Plan & Methodology:** Vendor shall provide a project plan that describes how the vendor intends to implement the Managed Copy & Scanning Program, including the process to convert the current accounts. The description shall include, but is not limited to, the following:

      a. Account team structure and roles (including description of sales contacts, account team support, and technical support)
         - Key staff members at the Vendors organization that will be assigned to the University account or will otherwise be part of an implementation team.
         - Any resource requirements on the part of the University necessary in order for the Vendor to meet its obligations under an agreement resulting from this RFQ.
         - Any hardware, software, or other technology the University must have in order to use the Vendors products or services.
         - Any alternative ideas or proposals that should be considered by the University in addition to the base proposal.

      b. **Equipment:** A catalogue of the products and services to be offered.

      c. **Training:** Describe comprehensive training programs and packages available to ensure that all University personnel are properly trained.

      d. **Reporting:** Vendor shall provide a sample list of common user reports that are available. Include the type of report, the information provided in the report, the frequency of the report, the process to request the report, and the process used to deliver the report.

      e. **Invoicing:** Vendor shall describe its invoicing control process, including the controls available to restrict purchases to requisition procurement only and the ability of buyers to confirm credit postings to their accounts. Sample invoices shall be provided with submission.

      f. **Customer Service:** Describe the level of customer service that will be provided, including procedures that will ensure consistency and problem resolution.

      g. **Sustainability Policy:** The Vendor must provide an overview of its organization’s environmental and/or sustainability policies

      h. A timeline showing how the Vendor plans to deliver products and services to fulfill any order issued as a result of this RFQ, as applicable.

3. **References and experience including similar projects**

   a. Provide a listing of at least five (5) references from current and former clients at institutions
similar to Rowan University. Please include name, title and telephone number of a contact person at each institution. The University reserves the right, but is not obligated to, contact any organization or institution as a reference.

b. Proposal submissions must include a history of experience in contracts of this nature – similar size and complexity. Supplier must demonstrate success in previous contracts of a similar size.

4. **Required Procurement Documents**
   a. Proposals should include all information requested in the Required Procurement Documents of this RFQ and should also address services listed in the Scope of Services, Submission Requirements and other sections above.
**Contract Deliverables and Requirements**

**Instructions:**

*In order to be considered for the award, all proposals must be received at the appropriate location by the required time. Any package not received on time at the noted location may be rejected.*

Respondents are cautioned that reliance on the US Postal Service, other mail delivery, and/or courier service for timely delivery of proposals is at their risk. Failure by a Respondent’s submission to reach the University by the prescribed time may result in a return of the unopened submission. Mailing submissions should allow for normal mail delivery time and internal circulation within the University to ensure the timely receipt of their submissions by the Purchasing Office. The University will not be responsible for submissions which do not meet the RFQ deadline.

Submit one (1) original hardcopy and (4) USBs of your submission package no later than **2:00 pm** on the due date to:

**Procurement Department**  
**Linden Hall, Suite 136**  
**Rowan University**  
**201 Mullica Hill Road**  
**Glassboro, NJ 08028**

**Note:**

*Original submission packages should be clearly labeled as such.*

Please label all **outermost** submission packages: **RFQ 17-14 Managed Copy & Scanning Program**

**Evaluation and Selection Criteria:**

An initial screening of all submissions will be conducted to determine overall responsiveness. Submissions determined to be incomplete or non-responsive may be disqualified.

Selection of the awarded vendor(s) shall be based solely on the Review Committee’s evaluation of the submissions and the criteria set forth above. Rowan reserves the right to interview the respondents. Rowan also reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous situation for Rowan. In addition, Rowan reserves the right to suspend or terminate the procurement process described in this RFQ at any time (in its sole discretion). If terminated, Rowan may determine to commence a new procurement process or exercise any other rights provided under applicable law without any obligation to the Respondents.

It is anticipated that the University will invite respondents to interview and present their proposals. Any vendor wishing to submit a proposal must be prepared to provide a presentation outlining the vendor’s proposals and their work experience.
Submission of a Proposal against this RFQ is your acknowledgement that subjective criteria will be used in the evaluation of proposals. Award shall be made to the responsible proposer who is determined to be the most advantageous to the University.

By responding to this RFQ, firms acknowledge and consent to the conditions set forth herein relative to the submission, review and consideration of your response.

**Requests for Clarification by the University:** The University may request that any proponent clarify or supplement any information contained in any Proposal. Proposers are required to provide a written response within two (2) business days of receipt of any request for clarification by the University.

The award of this RFQ will be based upon a review and analysis of all proposals to determine which proposal/proposals best meet the University’s needs. The contract award will be based on a points-earned matrix derived from a service and financial evaluation.

**Firms will be awarded points in the following categories:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Potential Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vendor Service Plan &amp; Methodology</strong></td>
<td>0-40</td>
</tr>
<tr>
<td><strong>Equipment, Training, Reporting, Invoicing, Customer Service, Sustainability Policy</strong></td>
<td>0-40</td>
</tr>
<tr>
<td><strong>References and experience including similar projects</strong></td>
<td>0-20</td>
</tr>
</tbody>
</table>
The undersigned proposer, in response to Rowan University’s Request for Proposal Managed Copy & Scanning Program at Rowan University, RFQ 17-14, having carefully examined the proposal documents and being familiar with the conditions surrounding the proposed project, hereby proposes to provide such products and services meeting the requirements outlined in this RFQ, accordance with the proposal attached hereto.

Print Name & Title

Vendor Name

Address

Phone

E-mail

Proposer’s Signature

Any and all changes made to this proposal page must be initialed and dated by the Proposer. No edit(s) will be accepted without Proposer’s initials and date, next to any and all corrections.

Provide the name and contact information of the individual in your firm that the University should contact regarding questions about your RFQ submission:

Contact Name for this Project

Contact Email

Contact Phone