

# Request for Proposal

## **Managed Document Solution**

**12/11/2020**



**RFP # UTC1001**

## SECTION 1: RFP Administration

### I. RFP TERMINOLOGY

- A. This RFP may refer to Utah County as “the company,” “owner,” “parent company,” or “the parent.”
- B. This RFP may refer to the entity or individual submitting a proposal as “contractor,” “general contractor,” “independent contractor,” “supplier,” or “vendor.”
- C. Utah County may use parts of this RFP and the incorporated attachments as contractual documents for this project.

### II. BACKGROUND/REQUIREMENTS

Please see [Section 2](#) for complete background/requirements.

### III. PROPOSAL REQUIREMENTS

- A. Vendor must submit complete responses to this RFP. Each proposal should include a clear, concise and complete description of the vendor’s strategy and ability to meet the requirements as defined in the RFP. The costs each vendor submits must be “best” and “final”.
- B. Vendor’s pricing must be firm as proposed and encompass all costs and expenses, including, but not limited to, all labor (including overtime), materials and ancillary expenses (travel, training, etc.) required to complete or operate the project within the specified time frames, all other applicable costs and expenses required to meet contract requirements according to Utah County specifications, drawings, plans and other furnished information.

**If the vendor proposes the use of subcontractors to complete any part of the work, please include a list of each subcontractor’s name, address and contact person.** The vendor must also include a complete description of subcontracted work and an explanation of the subcontractor’s qualifications and experience wherever applicable.

## IV. BIDDING PROCEDURE

A. Upon review of this RFP, Utah County encourages vendors to submit or post any and all questions to [bids@NuQuo.com](mailto:bids@NuQuo.com). Utah County personnel will not respond to questions directly. NuQuo will respond via email to all questions submitted and share the response with all vendors to ensure all vendors receive the same information regarding this RFP.

| B. RFP TIMELINE:                            | DATE                        |
|---------------------------------------------|-----------------------------|
| • RFP release                               | December 11, 2020           |
| • Vendor Notification due date              | December 18, 2020 (5pm MST) |
| • Vendor Questions due date                 | December 18, 2020 (5pm MST) |
| • RFP due date                              | December 24, 2020 (5pm MST) |
| • Vendor Finalist Interviews (if necessary) | December 28-January 8, 2020 |
| • Expected contract start                   | February 2021               |

C. Response format – please submit a complete bid with written responses to all questions and any appendices or attachments.

- NuQuo must receive proposals electronically via [bids@NuQuo.com](mailto:bids@NuQuo.com) no later than December 24, 2020, at 5:00 p.m. Mountain Standard Time.
- Please submit any supplemental information (marketing materials, brochures, etc.) or “boiler-plate” material as appendices.
- Utah County reserves the right to accept/reject proposals that are not submitted in accordance to the terms and conditions of this RFP section.

D. Proof of Technology

- Utah County *may* require a face to face Proof of Technology session with vendors selected as finalists. The Proof of Technology would be used to differentiate between vendors if there is no front runner. During the Proof of Technology, vendors will need to demonstrate (using proposed solution components) how the product will perform.

## V. STANDARD CONTRACT LANGUAGE

Utah County reserves the right to award a contract to the vendor(s) it determines will provide the best long-term value for Utah County. Utah County has sole discretion to award the contract and reserves the right to:

- **Make only a partial award to a vendor**
- **Make partial awards to multiple vendors**
- **Not make an award to any vendor**

By responding to this RFP, the vendors acknowledge that Utah County is relying on the accuracy of their representations and agree to incorporate any such representations, at Utah County request, into the eventual contract between the parties.

Vendors must submit a copy of their standard maintenance contract with the proposal. Utah County shall review the contract for consistency with the vendor's response to the RFP. The contract will be awarded only when and if the parties agree on contract terms.

In the event a vendor is selected for an award, Utah County may add terms and conditions to the attached Business Agreement based on information provided in the proposal and subsequent negotiations.

### **MOST FAVORED CUSTOMER**

Any equipment or supply pricing, warranties, benefits and terms reflected in this RFP should be furnished at no less favorable pricing your firm quotes to its most favored customer or Government Agency. NuQuo is also a member of the Premier GPO and any vendor with equipment covered under the Premier GPO may quote pricing off of that contract.

## VI. GENERAL TERMS AND CONDITIONS

- A. Utah County may accept or reject any or all proposals, under any circumstances, for any reason, without explanation.
- B. Utah County reserves the right to negotiate and hold discussions with Suppliers as necessary to protect its own best interest.
- C. This RFP shall not obligate Utah County in any manner and shall not impose any liability upon Utah County. Utah County shall at no time be liable to vendor, or any other party, for costs incurred by vendor.

- D. Vendor must read and be thoroughly familiar with the terms, conditions and specifications of this RFP. Failure to do so shall not relieve vendor from any of its obligations.
- E. All information, written, oral, electronic or otherwise prepared or furnished to Utah County by vendor in its response becomes the property of Utah County. Utah County may use this information as it deems appropriate.
- F. Any confidential information, written, oral, electronic or otherwise, acquired from Utah County during the proposal process is the exclusive property of Utah County. Vendor may disclose the information within the property to third parties only with Utah County prior written consent. Vendor agrees to use such property for no purpose other than preparation and submission of its proposal. Vendor must return all such property to Utah County upon fulfillment of the contract, or rejection or withdrawal of the proposal, whichever occurs sooner.
- G. Utah County may postpone the date and time announced for submission of proposals at any time prior to the submission date by giving written notice to potential vendors.
- H. By issuing a proposal, the vendor certifies that it makes the proposal without any previous understanding, agreement or connection with any other vendor, person, firm, or corporation making a proposal for the same services and that the proposal is in all respects fair and made without outside control, collusion, fraud, or other illegal action.
- I. Vendors are hereby notified of the possibility that Utah County may award this contract without discussion of proposals received from the vendors.
- J. The selection of a vendor and product is not to be construed as a commercial endorsement for that vendor or product by Utah County. Vendors are prohibited from making any reference to Utah County and any resulting contract with Utah County in future product literature, news releases, promotional literature, external presentations and/or from using Utah County logo or other service marks without the prior, express, written consent of Utah County.

## VII. Acceptance of Bid / No Bid Form

The supplier, by accepting or submitting their Proposal, agrees that any cost they incur in responding to this request, or in support of activities associated with this request, are to be borne by the supplier and may not be billed to Utah County. Client shall incur no obligation or liability whatsoever to anyone by reason of issuance of this RFP, or action by anyone relative thereto. Utah County reserves the right to award a contract to the vendor (s) it determines will provide the best long-term value to Utah County. Utah County has the sole discretion to award the contract and reserves the right to; 1) Make only a partial award to a vendor, 2) Make partial awards to multiple vendors, 3) Not make an award to any vendor.

Please complete and return this form to [bids@NuQuo.com](mailto:bids@NuQuo.com) no later than December 11, 2020.

Recipient INTENDS to respond to this RFP No. UTC1001

Recipient DOES NOT INTEND to respond to this RFP No. UTC1001

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact: \_\_\_\_\_

Email Address: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

## SECTION 2: Requirements

### I. COMPANY INTRODUCTION AND TECHNOLOGY WANTS

#### **Utah County:**

Utah County consists of 22 cities that are growing rapidly. County government is established to serve the local needs of the people or rural areas outside incorporated cities. The county levies and collects taxes, conducts elections, enforces laws, purchases and controls property, erects buildings necessary for the use of the county, provides for public health and welfare, provides fire protection, licenses businesses and trades, establishes and maintains schools and libraries and records property mortgages, deeds and other legal documents. Today, the county has 622,213 residents. For many years, Geneva Steel was one of the few major employers outside of agriculture, government and schools. But starting in the 1980s and throughout the 1990s, the valley became one of the entrepreneurial hot spots of the nation and, in particular, has become a Mecca for high-tech, computer-related companies. Now, Utah County boasts a young, healthy, well-educated population, low crime rate, and a solid economy.

At this time Utah County is looking to make changes to our business equipment environment. We are looking for responsible solutions from vendors that embody integrity, quality, processes, and vision...many of the same qualities of Utah County.

In the attachments you will find a comprehensive model, configuration, and volume information as well as questions that are important to Utah County about the vendor we choose to move forward with.

This bid is partly an attempt to create a Technology strategy moving forward. Other objectives of this contract will be to provide the best; quality technology, innovation, service guarantees, color output, geographical footprint, and cost. To assist vendors, NuQuo has created an excel spreadsheet attachment to give each vendor equal information and consideration.

If there is no front runner, finalists will be contacted shortly after the bid deadline to visit the Utah County Committee to present their solution in person. Proposals will be evaluated by the Committee based on an overall scale of experience, product, history, cost, service guarantees, compliance, and flexibility. We thank you for your efforts, professionalism, and time.

## II. Bid Details

- A. Your bid should have a Cover Letter and for larger proposals a Table of Contents.
- B. The Proposal must include an Executive Summary with a Brief Summary of Cost and Benefits offered.
- C. Supplier must provide a response to each item in Attachment A. If an item is left blank, then Utah County may reject the Proposal or assume that the supplier has no offerings in that area.
- D. Supplier's proposal must include the "Acceptance of Bid" which will identify the individual(s) having authority to contractually bind their company. It shall also name the person to be contacted both during the period of evaluation of proposal, and for prompt contract consummation upon award of the contract. This information is to include: name, title, address, phone number, and fax number.

## III. DETAILED REQUIREMENTS of RFP Attachment A

These requirements are written to provide sufficient information on the functionality needed while providing flexibility to the vendor in how they satisfy these requirements.

- Your response should answer how you will meet the requirement.
- The majority of the RFP responses will be in the spreadsheet. In each worksheet, the data under the blue colored column headings indicate information Utah County has provided and are not to be altered. The data under the yellow colored column headings shall be completed by the vendor.
- Any reference to external documentation must be specific; the evaluation team will not read external documentation that is not clearly bookmarked and referenced to the question. Limit such references or include the relevant text of external documents in an appendix.
- The vendor is highly encouraged to use screen shots where they will add clarity to responses. Annotate the screen shot as appropriate so that the reader can clearly identify what aspect of the screen shot is applicable to the question.
- Wherever repetition occurs in the RFP with regard to similar requests for information, the vendor need not repeat the information. However, reference should be made to the exact location in the proposal where the information is provided.
- Vendor may suggest alternatives to required functionality that will meet the business requirements.
- If the vendor has any limitation on any requirement, indicate that limitation as part of your response.
- Please provide brief, concise responses.



## IV. REFERENCES

Fill out the chart below identifying five customer references (three current customers, two past-former clients' customers) that are or have used product/services similar to those proposed in this RFP. Of particular interest are references to companies in similar industries, size, and geographic locations as Utah County. Please include the following: company name, address, contact person, position, telephone number, and length of time providing service.

| Three Current References   |         |              |          |              |                                  |
|----------------------------|---------|--------------|----------|--------------|----------------------------------|
| Company Name               | Address | Contact Name | Position | Phone Number | Length of Time Providing Service |
| 1                          |         |              |          |              |                                  |
| 2                          |         |              |          |              |                                  |
| 3                          |         |              |          |              |                                  |
| Two Past Client References |         |              |          |              |                                  |
| Company Name               | Address | Contact Name | Position | Phone Number | Length of Time Providing Service |
| 1                          |         |              |          |              |                                  |
| 2                          |         |              |          |              |                                  |

If your firm does less than \$50 Million in Annual Revenues, please fill out the chart below identifying key clients (percent of total annual revenue, percent of service provided to client, and contract duration).

| Key Client Name | % of Annual Revenue | Services Provided | Contract Duration |
|-----------------|---------------------|-------------------|-------------------|
| 1               | %                   |                   |                   |
| 2               | %                   |                   |                   |
| 3               | %                   |                   |                   |
| 4               | %                   |                   |                   |
| 5               | %                   |                   |                   |