



# **Request for Proposal**

**Audio Visual and Computer Equipment Rental**

**National Foreclosure Mitigation Counseling Place Based Training**

**DEADLINE: November 9, 2009**

NeighborWorks<sup>®</sup> America seeks proposals for the rental of audio visual and computer equipment and the provision of on-site technical support for placed based trainings.

# Request for Proposal

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## **A. Introduction**

### **Overview**

NeighborWorks® America is a congressionally chartered public nonprofit corporation that provides opportunities for families to live in affordable homes, improve their lives and strengthen their communities. NeighborWorks® America provides financial support, technical assistance, and training to over 230 organizations working in affordable housing and community revitalization throughout the United States. Each of the local NeighborWorks® organizations is governed by a voluntary board of directors comprised of community residents, business leaders, and representatives of the local government.

NeighborWorks® America is dedicated to providing the highest quality training to the affordable housing and community development field through its Training Division. The Training Division develops and implements over 150 different events each year that serve its network organizations, the community development field as a whole, and the staff of NeighborWorks® America. The largest of these events is the NeighborWorks® Training Institute. The professionals who attend these events – for one day or a whole week, from all 50 states and beyond – are committed to making a difference in the lives of working low- and moderate-income families and their communities.

The NeighborWorks® National Foreclosure Mitigation Counseling Place-Based Training (NFMC PBT) is a five-day mobile training university held six times annually in major cities throughout the United States. At each NFMC PBT, NeighborWorks® offers up to 8 classes for approximately 250 community development professionals who come from our network organizations and beyond over the course of a week. Widely recognized as the premier source of community development training, the NeighborWorks® America offers a wide range of over various content areas.

### **Project Purpose**

Each NFMC PBT requires the rental of AV and computer equipment to support the registration, logistics staff and the instructors in their classes. In addition, on-site technicians are needed to set up, configure, and support the equipment during the NFMC PBT. NeighborWorks® America periodically solicits competitive bids for the provision of these services. NeighborWorks® America will review competitive bids to determine and select the provision of the best services at the best value.

In brief, we are looking for:

- A single vendor who would rent AV and computer equipment, provide on-site support, and conduct pre-NFMC PBT planning support in compiling equipment requests and related logistics.
- Dedicated team of support staff for the on-site work.
- QUICK RESPONSE TIME – Response time to support calls is expected to be within five minutes.
- Imaging of computers to meet our requirements.
- Nationwide vendor availability.
- VERY strong customer service focus.

The vendor's support team would be expected to interact directly and primarily with the Training Division staff and the instructors. It is also vitally important that the support and level of customer service from the on-site team appear "seamless" to the instructors and participants; i.e., it would reflect the same high standards and responsiveness as the Training Division maintains.

## Project Specifications – National Foreclosure Mitigation Counseling Place-Based Training (NFMC PBT)

### General Requirements and Note

- CONTRACT PERIOD – Through September 2010, which will encompass the following NFMC PBTs:

Computer Equipment Only:

- Memphis, TN (November 16 - 20, 2009)

AV and Computer Equipment:

- Florida: city TBD (January 25 - 29, 2010)
- Greensboro, NC or Norfolk, VA or Richmond, VA or Baltimore, MD (April 12 - 16, 2010)
- Newark, NJ (June 14 - 18, 2010)
- Las Vegas, NV (July 19 - 23, 2010)
- Kansas City, MO (September 20 - 24, 2010)

Note: city is subject to change

- NeighborWorks<sup>®</sup> America may provide lodging for the on-site team if vendor does not have a local office on the above cities. Equipment storage will be provided at the venue. Vendor is responsible for airfare, meals and other expenses.
- NFMC Meeting Planner will email vendor the meeting specifications that will reflect equipment requests. After finalizing requests, the vendor will compile a summary of all equipments to be rented from the vendor and will email the summary to the appropriate NeighborWorks<sup>®</sup> America staff for review and generation of purchase order.

## **AV EQUIPMENT REQUESTS AND NOTES**

### **MONDAY:**

Reception: 1 Podium Microphone

### **MONDAY TO FRIDAY:**

#### **Breakout 1:**

- 1 Screen
- 8 Flip charts
- 1 Cart with skirt
- 1 Cable for LCD Projector

#### **Breakout 2:**

- 1 Screen
- 8 Flip charts
- 1 Cart with skirt
- 1 Cable for LCD Projector

#### **Breakout 3:**

- 1 Screen
- 8 Flip charts
- 1 Cart with skirt
- 1 Cable for LCD Projector

#### **Breakout 4:**

- 1 Screen
- 8 Flip charts
- 1 Cart with skirt
- 1 Cable for LCD Projector

#### **Breakout 5:**

- 1 Screen
- 6 Flip charts
- 1 Cart with skirt
- 1 Cable for LCD Projector

#### **Breakout 6:**

- 1 Screen
- 2 Flip charts
- 1 Cart with skirt
- 1 Cable for LCD Projector

#### **Notes:**

- NeighborWorks® America will provide LCD Projectors and the AV Vendor will inventory, set-up and breakdown the LCD Projectors.
- AV equipment requests are subject to change.

**COMPUTER EQUIPMENT REQUESTS: MONDAY TO FRIDAY**

Qty	Description	Specifications
	Windows XP SP3	Must be updated prior to each NFMC with all current critical updates. Set desktop to "classic view." Use traditional blue Windows background – no vendor logos or screen savers.
	Office XP 2003 SP3	Any Office updates to be applied prior to each NFMC.
	Symantec Anti-Virus	Virus definitions to be updated prior to each NTI; support team to ensure that latest definitions are applied on-site.
Up to 25	Windows XP computer, small footprint	Minimum – 2.8 GHz CPU or higher, 2 GB RAM, 20 GB hard drive, CD/DVD, multiple USB ports, NIC, 15" flat panel monitor, mouse, keyboard, mouse pad. (Vendor logo on mouse pad is o.k.). <b>NOTE – computer must have adequate video ports to accommodate connection of both monitor and LCD projector.</b>
	<b>ALTERNATIVE TO DESKTOP COMPUTERS</b>	
Up to 25	Windows XP LAPTOPS	Provide an estimate for laptops with large screen, external full size mouse and keyboard, and cable lock, with specifications that would meet or exceed those of the desktop. Also advise on how the use of laptops vs. desktops would affect the shipping and delivery costs.
1	HP black & white laser printer (suggested model – 4200 series)	Minimum – 32 MB RAM, JetDirect network card, 30 ppm; bypass tray that can handle card stock.
2	Hubs	Minimum – 16 port
Networking up to 25 computers will require cabling and configuring for sharing a high speed line.		

## B. Vendor Instructions

### Schedule for Evaluation Process

The expected timeline for the submission and evaluation of proposals is as follows:

RFP distributed to vendors	November 2, 2009
Deadline for RFP responses	November 9, 2009
Selection of vendor/contract negotiation	November 10, 2009

### Number of Copies & Contact Information

Proposals must be received by NeighborWorks® America ***on or before 5:00 p.m. (Eastern), Monday, November 9, 2009.*** Please submit two original copies and an electronic copy of the proposal, including all supporting documentation to:

Danielle Neveaux, CMP  
Manager, Meeting Services  
NeighborWorks® America  
1325 G Street, NW  
Suite 800  
Washington, DC 20005  
202-220-2384  
[dneveaux@nw.org](mailto:dneveaux@nw.org)

and

Corina Sumarna  
Meeting Planning Specialist  
NeighborWorks® America  
1325 G Street, NW  
Suite 800  
Washington, DC 20005  
202-220-2424  
[csumarna@nw.org](mailto:csumarna@nw.org)

Please contact Karen Graziano (Network Administrator) at 607-273-8374, ext. 22 or via e-mail at [kgraziano@nw.org](mailto:kgraziano@nw.org) with any technical questions about the RFP.

Proposals become the property of NeighborWorks® America and will be subject to disclosure as requested upon completion of the selection process. Proprietary information that you wish to remain confidential should not be included in your response materials.

## C. Basis of Award

NeighborWorks® America reserves the right to determine which bidders have met the base requirements of this RFP. In addition, NeighborWorks® America may reject, in whole or in part, any and all proposals, waive minor irregularities in proposals, allow an offeror to correct minor irregularities and negotiate with all responsible efforts in any matter deemed necessary to serve the best interest of NeighborWorks® America.

NeighborWorks® America reserves the right to reject any and all proposals when such rejection is in the interest of NeighborWorks® America, to reject the proposal of a bidder who has not met the prerequisites of the bid proposal or who has previously failed to perform properly or complete on time contracts of a similar nature, and to reject the proposal of a bidder who is not in the sole opinion of NeighborWorks® America, able to perform the contract to the sole satisfaction of NeighborWorks® America.

NeighborWorks® America also reserves the right to waive any informalities and technicalities in the bidding. NeighborWorks® America reserves the right, however, to award the contract in accordance with its best interest and will not be required to accept the lowest bid. Responses will be evaluated using the following criteria:

- Preference will be given to U.S. General Services Administration Schedule contractors.
- Organizational and technical capacity of the vendor (support, responsiveness, follow-up).
- Ability to provide all the services requested.
- Timely and complete response to RFP
- Evidence of successfully conducting similar services for other agencies, companies or organizations.
- Cost/fees.
- Statement/record of Equal Opportunity/Affirmative Action.

## **D. Vendor Questionnaire**

### **Company Overview**

- Provide contact information for the principle individual(s) to be contacted regarding the information in this RFP.
- Provide a brief history of the company and the location of corporate headquarters and satellite offices.
- How long has the company been in business? Provide evidence of the company's financial stability and projected longevity.
- Indicate the total number of employees, by location (if appropriate), function (sales & marketing, customer service, technical support, etc.) and status (full-time, part-time or consultant).
- Describe what differentiates the company from other competitors.
- List any awards or industry recognition the company has received.
- Describe the functional roles various people would play in supporting this contract, if the company were selected.
- Provide names and resumes for the designated team that will support this contract.
- Describe the nature, size and dates of events the company has supported over the last five years.
- Are there any acquisitions or mergers in progress or in the near future?
- Is the company on the GSA schedule?

### **Management and Communication**

- Describe the company's methods for managing the physical inventory of equipment when on-site.
- How does the company provide customers with up-to-date information on a project's progress?
- How does the company manage and control costs?
- How does the company manage and control risk?

### **Customer Service & Technical Support**

- Describe the company's technical and customer support services.
- What information technology certifications do the members of the company's on-site support team have?
- How does the company ensure communication and feedback from its customers?
- Does the company provide customers with a Service Level Agreement? If yes, please describe or attach an example.
- Does company staff use Nextel phones?

## Contracting & Pricing

- Provide a breakdown of the pricing for all requirements listed in the RFP.
  - Identify whether the on-site team would be billed at a flat fee for each person or at an hourly rate.
  - Identify method and cost of shipping equipment.
- Include as a separate item the pre-NFMC PBT planning support and cost estimate.
- Identify any multi-year, volume or other discounts available.
- Outline proposed payment terms, identifying any up-front “set-up” payments, one-time costs, etc.
- Are there standard contract durations for services that differ from NeighborWorks®’ contract period? What are the associated terms and conditions? Please attach a sample contract agreement.
- Are there any back-end costs after completing the contract? Describe.

## Union Inquiries

- Is the company a union entity? If yes, please explain and answer the questions listed below.
- When was the last union contract negotiated?
- What is the renewal period of the contract?
- What are the different unions that the company’s employees are members of, i.e., AFSME, Teamsters, etc.?
- What are the policies regarding procedures for labor stoppages?
- What are the costs associated with union labor?
- Please describe a scenario in which the company has had to work with unions at a facility (Convention Center or hotel). List all challenges and solutions within this scenario.

## Customer References

- Please provide at least three references of current users that NeighborWorks® may contact as references. Include the company names, addresses, phone numbers and contact persons.

## Additional Information

- Please attach any additional information that will provide helpful information about the company’s products and services.