

Maquoketa School District
612 South Vermont Street.
Maquoketa, IA 52060

Request for Proposal (RFP) for Printing, Copying, and Maintenance Services

TO: Copier solutions vendors and manufacturers
FROM: Chris Hoover Superintendent
Kristy Haxmeier, Business Manager
Dustin Cogan, Director Of Technology
SUBJECT: Request for Proposal for Printing, Copying, and
DATE: Maintenance Services January 29, 2021

The Maquoketa Community School District is accepting RFP's for printing, copying, and the associated maintenance of the devices that will occupy the offices and communal printing spaces located throughout the district's four buildings. The district will award a five-year contract to a single provider for all requested devices and services. On average the district produces approximately 190,000 copies per month.

All proposals should include new (non-refurbished) equipment, that will be network connected, centrally managed, and include the enclosed specifications. The start of the proposed five-year agreement should begin July 1, 2021 and last through June 30, 2026.

The deadline to submit proposals is Monday, March 1, 2021. A checklist of required documents is included in this packet. Please ensure all requested information is included in your proposal. Questions or inquiries to this RFP should be e-mailed to Dustin Cogan , Director Of Technology at: dcogan@maquoketaschools.org

NOTE: Vendors requesting an RFP and / or submitting a bid must provide their e-mail address to Dustin Cogan at dcogan@maquoketaschools.org . An e-mail group will be created and utilized for the purposes of answering questions, changes, and clarifications for all RFP related issues.

Proposal Instructions

The School Board of Directors of the Maquoketa Community School District requests proposals for the following specifications for printing, copying, and maintenance services subject to the following conditions:

1. DUE DATE

Proposals will be received until **2:00 PM, March 1, 2021**, to Dustin Cogan via email or delivered. All proposals are to be valid through July 30, 2021.

2. PROPOSAL IDENTIFICATION

All proposals should be submitted with the subject marked, "**PROPOSAL FOR COPYING SERVICES – Attn: Dustin Cogan, Director Of Technology.**" The vendor name must be clearly identified.

3. PROPOSAL ENCLOSURES

See enclosed checklist for all information that needs to be included in the proposal. The required spreadsheet must be submitted electronically in MS Excel format via email and included with your proposal. Any change in the wording of the proposal forms could be cause for disqualification of the vendor's proposal. Vendors must also attach complete device specifications. In addition, all costs must be identified in the spreadsheet provided. Maquoketa Community School District will not be responsible for any costs not identified in the spreadsheet.

4. SCHEDULES

There are two schedules attached. Schedule A is a request for a proposal to maintain all current equipment (or to replace if you are not able to service existing equipment). Schedule B is a request for a proposal to replace and maintain a larger number. These are identified on two separate pages of the Excel sheet attached.

5. SIGNATURE

An authorized representative of the vendor must sign the RFP signature page, the spreadsheet, and the pricing form in ink signifying agreement to all terms and conditions in the RFP.

6. PRICE – NO ESCALATION CLAUSE

Prices quoted herein shall not be withdrawn within 90 days after the date of the opening of the proposals. Proposals submitted with and escalation clause will not be considered. Proposals submitted for less than 90 days will not be considered.

7. AWARD OF CONTRACT AND BOARD RESERVATIONS

The recommended proposal will be presented by the May 2021 School Board of Directors' meeting. The School Board of Directors reserves the right to accept or reject any or all proposals, or parts thereof, or items therein. The School Board of Directors reserves the right to waive any or all technicalities or informalities in bidding. The District would prefer to work directly with a manufacturer or their recommended regional re-seller. The District will not accept more than one brand of equipment in the fulfillment of this proposal. The School District reserves the right to award the contract not based solely on the vendor with the lowest cost but based upon an offer which, in the School District's opinion, best fulfills or exceeds the requirements of the RFP and is deemed to be in the best interests of the School District. In addition, it will be assumed that each vendor has submitted their lowest responsible bid.

8. CERTIFICATION

By submitting a proposal for the copiers with the associated service and supplies specified in the proposal, the vendor certifies that they are the original manufacturer service center (or authorized by the manufacturer) to sell and service the items specified.

The vendor further certifies that they have, in their employment, manufacturer's factory-trained technicians with certification that qualifies them to service the equipment being proposed, and that they will maintain an adequate store of manufacturer only factory-authorized repair parts and supplies for the equipment being proposed.

9. TERM OF CONTRACT AND PARTIES INVOLVED

The School District intends to enter into a five-year contract (60 months) for these copiers. It is the desire of the District to realize cost efficiencies by keeping our copiers with one manufacturer, the goal being to select one manufacturer for this bid. The contract will be between the Maquoketa Community School District and the vendor awarded the contract. There shall be NO third-party service/maintenance involved in this contract. If a vendor is unable to maintain their service status for the duration of this contract, then the District shall have the right to cancel the maintenance portion of the contract, paying for service and maintenance to the date of cancellation without regard to any statement to the contrary in the lease agreement.

Maquoketa Community School District will not be required to send end-of-lease options. There will be no automatic renewal and contract will automatically be month-to-month under the same terms and conditions of the 60-month contract if the School District elects this option. In addition, all equipment delivery, setup, and installation at the beginning, during, and end of the lease will be the financial responsibility of the vendor. Any

moving of equipment from building to building or within the building during the contract will be the responsibility of the vendor to meet the current needs. Vendor will be responsible for all shipping/delivery charges at beginning and at end of lease.

Maquoketa Community School District requires that the contract must allow the ability to make changes, based upon its needs, to adjust both the hardware and image volume, which shall not affect the terms and conditions of the agreement. Maquoketa Community School District requires that the proposal be flexible to add copiers to the contract without changing the terms and conditions. In addition, the District must have the ability to subtract copiers (up to two copiers) and only pay to the end of the month in which it was subtracted for each particular copier. As volumes changes, Maquoketa Community School District has the option of removing copiers from this contract without any penalties or responsibilities for remaining lease payments. The School District will not be responsible for any lease/maintenance charges beyond the date the copier was subtracted from the contract.

10. INCLUSIONS IN PROPOSAL

Vendor is to calculate the total cost for the District to use the various copy machines for the accepted contract period. The contract period will be July 1, 2021, through June 30, 2026, for the 60-month contract.

The cost should remain fixed throughout the term of the agreement for both the Lease and the Service and Supply Contract. If not possible, the vendor must specify the increases annually or demonstrate the cost increase annually as “not to exceed”.

Service and Supply costs include: equipment, toner, staples, developer, fuser, etc., all maintenance items, repair, preventive maintenance, emergency repair, equipment delivery, installation, all network connectivity and support (both initial and ongoing), software / firmware updates, customer training (both initial and ongoing), stands, and any and all other costs except paper.

All service parts, maintenance kits, supply kits, replacement kits, etc., must be installed by the vendor’s Field Service Technicians with the exception of toner. The Maquoketa Community School District will not accept any form of service parts, maintenance kits, supply kits, replacement kits, etc., to be installed by Maquoketa Community School District employees. The vendor must employ in their organization Certified SE and TSE (Solutions and Technical Solutions Engineers). The vendor must also provide organization- employed, manufacturer-trained instructors to conduct all initial and ongoing training to District employees.

It is important to note that costs must also include initial training upon installation and

ongoing end-user training. In addition, training for new users must be provided periodically at no cost to the School District.

11. REQUISITE CAPABILITIES OF BIDDING EQUIPMENT

- a. All features must be supported in MAC OS 11.1 and up, Windows 7 and up, and Windows Server 2012 and up.
- b. The proposed solution must support pull printing capabilities where users will print to a standardized or global queue and select which printer to print from by physically logging in to a copier and selecting their print job(s).
- c. All copiers must include the following features: stapling, scanning, and duplexing. Select machines, noted in Schedule A and Schedule B, must support fax capabilities including print to fax feature.
- d. Copiers must be able to scan to e-mail for all staff using a Google e-mail address.
- e. Machine Access / Driver Options:
 - i. Access copier and printer functions using a PIN code.
 - ii. Access copier and printer functions using network authentication based on Active Directory and/or Google Directory accounts.
 - iii. Access copier and printer functions using an RFID badge to authenticate user. **Card readers must be compatible with badges currently used by district employees.**
- f. Print queue must be able to be defaulted to locked or held print mode.
- g. After logging in to a copier, the display must show all user's locked/held print jobs; the user must then be able to print or delete jobs as needed at the copier.
- h. Locked print jobs left in a queue for an amount of time yet to be specified, must be automatically removed from the queue.
- i. The global queue should be able to handle several print jobs from each staff member without performance issues.
- j. Documents stored on the MFP device must be encrypted to the extent that information cannot be compromised if the hard drive is stolen.
- k. Hard Disk Drive Data Overwrite Security must be enabled on all systems such that no trace of completed or removed print jobs will remain in memory or on the hard disk of the MFP.
- l. The district requires a centralized management and reporting suite that will incorporate but not limited to the following needs:
 - i. Reporting of device stats including number of impressions, scans, faxes.
 - ii. Record of repair and maintenance history.

- iii. Reporting of per user interactions including impressions, scans, and faxes.
- iv. Management of users, PINS, accounts, and credentials.
- v. Accounts should integrate and update with Microsoft Active Directory.
- vi. Web interface, preferred, to access the central management tool.
- vii. Ability to change and set driver and machine default settings independently of each other.
- viii. Should include a monitoring page where all District devices with errors and issues can be viewed.
- ix. Based on device location, send e-mail alerts to District employees when an error or issue is reported.
- x. The central management suite must be able to run without performance issues on a virtual machine consisting of the following hardware. If a more robust system is required, the RFP should include the cost of a to-spec-server:
 - 1. 4-8 CPU Cores
 - 2. 16-32GB RAM
 - 3. 500GB-1TB of HDD space
 - 4. 1GB network connection
 - 5. Windows Server 2016
- m. Each MFP must be able to access the District address book in addition to having its own address book for emailing and faxing.
- n. Scan requirements:
 - i. 100-300 dpi minimum 100-600+ preferred
 - ii. Scan to PDF, JPEG, TIFF, or PNG in color and/or monochrome
 - iii. Default must be set to PDF
 - iv. Must be able to scan to e-mail, scan to network location, and scan to connected USB drive
- o. Networking and Network Printing: Vendors will be responsible for working with the district technical staff to load network print drivers, configure network printing and user management to facilitate the optimum use of these copiers on the district computer network. In addition, the proposal shall include all network connectivity hardware and software. The District will NOT be responsible for the cost of any connectivity hardware or software that is inadvertently omitted from the proposal. It is assumed all copiers will be on the District Local Area Network. The vendor will ultimately be responsible to ensure that all devices are installed and fully functioning to the district's satisfaction.

12. COPY USE REPORTING / PAPER CONSUMPTION REPORTING

Maquoketa Community School District is interested in tracking the use of the copiers by district staff and others. We also understand that tracking copies by user depends on some of the

capabilities that were outlined Condition 10 above. With that in mind, the vendor must provide copy accounting that would report, within selected time periods:

- a. Copies per user per machine and aggregated across the district. Aggregate accounting should also provide some mechanism for limiting or blocking the use of the copiers when predefined limits have been reached as well as notifying responsible parties that the preset copy volume has been exceeded.
- b. Copies per machine, then aggregated across the district or as selected

13. INDEPENDENT SPECIFICATION ANALYSES

To allow for proper evaluation of its proposed copiers, vendors must submit equipment specifications for each proposed equipment model as provided by an independent analyst, such as BLI (Buyer's Lab Inc.), BERTL or Dataquest, as well as manufacturer's brochures. The School District will make the final decision as to whether or not a vendor's equipment meets specifications.

14. RELIABILITY/PERFORMANCE GUARANTEE

Vendor will be required to provide an "Accountability Guarantee" for replacement of unreliable equipment at no cost to the School District. This written guarantee should be included with the RFP documents forms. **This specification should include the number of service calls in a given time that will qualify a machine for replacement consideration.**

15. EQUIPMENT CLASSIFICATION REQUIREMENTS

All equipment proposed on this contract must be new digital equipment. The School District will not accept equipment that is analog or classified as "demonstrator," remanufactured, refurbished, newly manufactured, rejuvenated, restored, updated or like new.

16. ANNUAL VOLUME RECONCILIATION

The School District does not want to pay quarterly overages. Rather, overages will be paid on an annual basis if required. In addition, there should be annual volume reconciliation on the anniversary date to adjust the volume lower or higher. This volume adjustment must be accomplished without extending the contract.

17. DELIVERY, INSTALLATION, AND TRAINING

All equipment shall be delivered, installed, and operational in the building locations by July 1, 2021. On-premises training for key users will be included in the proposal cost. Detailed end-user training should take place during the period shortly after installation. Vendors should train key users initially, e.g. building secretaries, building administrators, and IT staff. An example of an implementation and training schedule is required in each vendor's RFP response. Vendor must be able to provide on-site, hands on, and web

based/hosted training.

18. EQUIPMENT PERFORMANCE REPORTS

The School District requires a quarterly service report, every three (4) months, for each copier. They should be sent to the Administrative Office electronically. For each unit, the report should minimally include the following information – monthly volume, average copies between service calls, number of service calls, response time, trend tracking and financial tracking, customizable reports with graphs, charts and any other information that will assist the School District in further assessments of its MFPs / printers for TCO (Total Cost of Ownership) program effectiveness. A sample performance report is to be included in the vendor's RFP response.

19. REPAIR SERVICE REQUIREMENTS

Certified, factory-trained personnel must perform all maintenance. Average time between service call and service technician arrival must be no greater than six (6) hours. Equipment must be repaired within one (1) day. The vendor shall provide a toll-free contact number for users to place service calls. If equipment is non-operational for more than two business days, the vendor will supply a loaner at no cost to the School District. Service and supply calls are to be made via phone, web or e-mail with an assigned confirmation number per call.

20. PICK UP OF COPY EQUIPMENT

The School District will not pay for pickup and delivery charges at the end of the contract. Any costs are to be paid by the vendor. The School District will not accept a renewal clause. The School District will not need to give any notice of intention prior to termination of agreement. The School District will have the option to have removed or keep any or all copiers at the end of the agreement once the lease end obligations have been met. In addition, the School District may elect a month-to-month arrangement at the end of the 60-month contract, under the same terms and conditions of the original contract.

21. REFERENCES

The vendor shall provide at least five (5) educational/professional references from current clients with a minimum of 15 network connected digital MFP systems with all the additional document management solutions in place as described in these bid specifications. Vendor will be required to include these with the RFP response. This information should include the name of the organization, length of relationship, contact name and telephone number. The District may require a site visit to one of these locations to confirm usage and effectiveness of document management systems and solutions.

22. PICK UP OF EXISTING EQUIPMENT

At the districts discretion prior to the beginning or at the beginning of the contract period, The vendor will be responsible for the removal of existing copiers from the district and may recycle, refurbish, or reuse however they see fit. Existing copiers shall not be removed until new copiers have been installed, tested, and verified operational.

23. COPIER CAPABILITIES AND FEATURES

Unless otherwise agreed upon by the District, all copiers must match, at a minimum, the present feature set of the current machines, i.e. number of trays, finishers, amount of paper storage, etc. In addition, all proposed copiers must meet the estimated volume needs per unit.

24. PHYSICAL LOCATIONS

The vendor is responsible for determining whether recommended copier configuration is compatible with the environment space constraints. All bid equipment must fit in the space available.

25. Copy Count Reporting

The vendor is responsible for providing a software program to collect and submit copy counts electronically monthly without requiring office staff to submit counts.

Schedule A (Replacement or maint of current equipment)

#	Location	Fax Needed	Projected Annual Volume	Minimum Pages Per Minute*	Current Model	Proposed Model / PPM
1	Cardinal Main Copier	No	447,224	75	Sharp MX-M623N	
2	Briggs Main Copier	No	381,000	75	Sharp MX-M623N	
3	Middle School Main	No	568,000	85	Sharp MX-M850	
4	High School Main	No	846,036	90	Sharp MX-M904	
5	MAC Copier	No	47,432	36	Sharp M-M363N	
6						
7						
8						
9						
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11						
12						
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14						
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16						
17						
18						
19						
		TOTAL	2,289,692			

- All small copiers should also include a cabinet stands, a stapler, and a 500-sheet paper tray, and an office finisher.
- All large copiers should also include a stapler , and an office finisher.

Schedule B (Replacement/maint of existing copiers with additional copiers)

#	Location	Fax Needed	Projected Monthly Volume	Minimum Pages Per Minute*	Current Model	Proposed Model / PPM
1	Cardinal Main Copier	Yes	447,224	55	Sharp MX-M623N	
2	Cardinal Rear Copier	Yes	45,000	36	Sharp MX-M363N	
3	Briggs Main Copier	Yes	381,000	55	Sharp MX-M623N	
4	Middle School Main	Yes	568,000	35	Sharp MX-M850	
5	High School Main	No	846,036	45	Sharp MX-M904	
6	MAC Copier	No	47,432	36	Sharp M-M363N	
7	HS Office Copier	Yes	2,000	36	Canon IR-ADVC350	
8	MS Office Copier	Yes	2,000	36	Canon IR-ADVC350	
9	CO Office Copier	Yes	76,432	36	Canon IR-ADVC355	
10	Briggs Office Copier	Yes	2,000	36	Canon IR-ADVC350	
11	Cardinal Office Copier	Yes	2,000	36	Canon IR-ADVC350	
12						
13						
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25						
		TOTAL	540,441			

- All small copiers should also include a cabinet stands, a stapler, and a 500-sheet paper tray.
- All large copiers should also include a stapler, and an office finisher.

* Preferred new minimum pages per minute
 ** This small copier should be upgraded to a large copier

Proposal Checklist

	Y	N
1. Proposal covers 60 months	___	___
2. Proposal includes maintenance, toner, and staples	___	___
3. Proposal includes same day service requests	___	___
4. Proposal includes loaner copiers for extended repairs	___	___
5. Proposal includes removal of existing equipment	___	___
6. Equipment is new OEM equipment (not refurbished)	___	___
7. Included Excel Workbook has been completed (both tabs)	___	___
8. Included Excel Workbook has been submitted electronically	___	___
9. Per item 14, a replacement outline for defective machines	___	___

Name (Printed): _____

Date: _____

Signature: _____