

Marion County School District
1010 Highway 13 N Columbia, MS 39429

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

TO: Copier and Print services vendors and manufacturers
FROM: Timothy Bryant, Technology Director
SUBJECT: Request for Proposal for Printing, Copying, and Maintenance Services
DATE: 5/26/2022

The Marion County School District (District) is requesting proposals from qualified Responders for Copier and Print Equipment. RFPs for printing, copying, and the associated maintenance of the devices that will occupy the offices and communal printing spaces located throughout the district's Central Services office, Transportation, West Marion Primary, West Marion Elementary, West Marion High, East Marion Elementary, East Marion High, and Carl Loftin Career and Technology Center campus/buildings. The district will award a five-year contract to a single provider for all requested devices and services.

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, 2022 and last through June 30, 2027.

The deadline to submit proposals is Thursday, July 7, 2022 by 2:00pm. Please ensure all requested information is included in your proposal. Questions or inquiries to this RFP should be e-mailed to Timothy Bryant, Technology Director at: tbryant@marionk12.org

Responders are requested to submit a proposal, which is directly responsive to the items, conditions, specifications, and other documents referred to in this RFP. The district encourages alternate proposals, which may result in cost reductions, technical superiority, and/or other advantages, but must be clearly labeled as an alternate proposal. These alternate proposals should be submitted in addition to the Responders responsive proposal to this RFP.

The Marion County School District reserves the right to reject any or all proposals, wholly or in part; to waive any technicalities, informalities, or irregularities in any proposal which does not materially affect the integrity or effectiveness of the competitive Proposal process; and unless otherwise specified by the Responder on their proposal, to accept any item or group of items in the proposal.

If it is determined that no responsive Proposals are received by the District, the District reserves the right to negotiate on the best terms and conditions at the best possible price.

The District reserves the right to conduct discussions with any or all respondents to this request for the purpose of clarification and modification. Discussion and negotiation may include, but is not limited to, the scope of work, schedule, and price.

The winning Responder's proposal and this RFP shall become part of any contract that is negotiated with the successful organization unless modified in writing by the contract.

All proposals **MUST** be valid for a period of at least ninety (90) days from the above date of Proposal opening.

NOTE: Vendors requesting an RFP and / or submitting a bid must provide their e-mail address to Timothy Bryant at: tbryant@marionk12.org . An e-mail group will be created and utilized for the purposes of answering questions, changes, and clarifications for all RFP related issues.

Marion County School District
1010 Highway 13 N
Columbia, MS 39429
REQUEST FOR PROPOSAL
For
Copier and Print Services

I/we, the undersigned, having carefully examined the specifications and conditions of this proposal, and fully understanding the type and quality of the product(s) and/or service(s) required, hereby propose to supply the following product(s) and/or service(s) at the prices stated and certify that such prices include all costs of installation, transportation, packaging, delivery, storage, taxes, and service under warranty, F.O.B. Destination to the designated District location.

The Marion County School District requests Proposal responses for Copier and Print Equipment and services as per the attached specifications, proposal pages, and general Proposal conditions.

All questions concerning this Proposal are to be directed to Timothy Bryant, phone (601) 690-0533, e-mail tbryant@marionk12.org

FIRM NAME _____

BY (PRINT) _____

ADDRESS _____

SIGNATURE _____

CITY: _____

STATE: _____

ZIP: _____

TITLE: _____

PHONE: _____

FAX NUMBER: _____

FEDERAL ID #: _____

DATE: _____

Proposal Instructions

The School Board of Directors of the Marion County 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**, Prevailing time, **July 7, 2022**, at the Central Services Office, 1010 Highway 13 N Columbia, MS 39429. All proposals are to be valid through June 30th, 2027.

2. PROPOSAL IDENTIFICATION

All proposals should be submitted in a sealed envelope marked, "**PROPOSAL FOR COPYING/PRINTER SERVICES – Attn: Timothy Bryant, Technology Director.**" The vendor name must be clearly marked on the envelope.

3. PROPOSAL ENCLOSURES

See enclosed checklist for all information that needs to be included in the 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. Marion County School District will not be responsible for any costs not identified.

4. SCHEDULES

An example of the format requested for the bid is included in this document.

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 an 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 July 2022 School Board meeting. The Marion County School District Board reserves the right to accept or reject any or all proposals, or parts thereof, or items therein. The Marion County School District Board reserves the right to waive any or all technicalities or informalities in bidding. MCSD would prefer to work directly with a manufacturer or their recommended regional reseller. The District will not accept more than one brand of equipment in the fulfillment of this proposal. The MCSD 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

MCSD intends to enter a five-year contract (60 months) for these copiers. It is the desire of the MCSD to realize cost efficiencies by keeping our copiers with one manufacturer/vendor, the goal being to select one manufacturer/vendor for this bid. The contract will be between the Marion County 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 MCSD 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.

Marion County 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 MCSD 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.

The Marion County 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. The Marion County School District requires that the proposal be flexible to add copiers to the contract without changing the terms and conditions. In addition, the MCS D must have the ability to subtract copiers and only pay to the end of the month in which it was subtracted for each copier. As volumes changes, Marion County 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, 2022, through June 30, 2027, 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, generating invoices, 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. The Marion County School District will not accept any form of service parts, maintenance kits, supply kits, replacement kits, etc., to be installed by Marion County 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 Chrome OS 93 and up, MAC OS 12 and up, Windows 10 and up, and Windows Server 2016 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, 2- and 3-hole punching, scanning, and duplexing.
- d. Copiers must be able to scan to e-mail for all staff using a Google G-Mail or Office 365 account or e-mail.
- 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 or other identification cards to authenticate the user.
- 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 or greater
- 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. 600 dpi minimum, 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 devices
- 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

Marion County 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 District will make the final decision as to whether 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 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 District does not want to pay quarterly overages. Rather, overages will be paid on an annual basis. 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 August 1, 2022. 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 District requires a quarterly service report, every three (3) months, for each copier. They should be sent to the Technology 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 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. 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. If any unit requires three (3) or more repairs for the same issue in a calendar month, the vendor shall offer a replacement unit to the district at no charge.

20. PICK UP OF COPY EQUIPMENT

The 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 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 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. 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.

23. 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.

24. PRICE REDETERMINATIONS

The unit prices and the total price stated in this contract shall be periodically redetermined in accordance with the prevailing costs billed to similar entities. Price redeterminations can be requested by MCSD once per year and agreed upon adjustments amended as agreed upon by both parties.

25. SOFTWARE COMPATIBILITY

All proposed Copier and Print services should be compatible with document management software solutions such as PaperCut or Uniflow. Proposals should include cost for document management/print software and cost without software. Cost with document management software should include the cost per copier/printer being absorbed by the Responder.

26. INVOICING

Software should be included that can automate the invoicing process. All invoices should be delivered to the bookkeeper at that location on the first of each month for the previous month. Copy/print counts should be automatic and require no input for a user at the location to collect the count for any device.

Example Format

	Proposed Manufacturer	Proposed Model	Suggested Monthly Prints/Copies	PPM
Large Office Copier				
Small Office Copier				
Large Office Printer				
Small Office Printer				
Lab/Work Area Printer				
Classroom Printer				

- All small copiers should also include a cabinet/stands, a stapler, and a 500-sheet papertray.
- All large copiers should also include a stapler, a 3-hole punch, and an office finisher. Document feeder greater than 100 sheets. 1200x1200 resolution on scan. 70 ppm or greater on black and white.
- Large copiers should include at least 1000 sheet papertray.
- All large copiers should also include a stapler, a 3-hole punch, and an office finisher.

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. Per item 14, a replacement outline for defective machines	___	___
8. Proposal includes automated invoicing and document management software	___	___

Name (Printed): _____

Date: _____

Signature: _____