

**Rosholt School District**  
**346 W. Randolph St Rosholt WI**

**Managed Print Services Request for Proposals**

Date Issued: 15Mar2023

Date Due: 21Apr2023

Notification of Contract Award: 18May2023

Implementation Timeline: Summer 2023

**Only email communications will be accepted and must be directed to the email address below. No phone calls will be accepted. All questions must be submitted by 31Mar2023, no later than 4 PM. Questions will be compiled and answered via return email by 07Apr2023.**

**Direct all communications related to this RFP to the contact listed below:**

Dan Powers, Technology Manager

715-677-4541

[Dapowers@rosholt.k12.wi.us](mailto:Dapowers@rosholt.k12.wi.us)

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## Section I—RFP Overview

### A. Purpose

Rosholt School District (RSD) is looking to contract for managed print services and through this RFP is looking for available vendors that meet this need in managing the RSD's growing printing needs. The RSD has one physical site.

The RSD believes by going to a managed print solution, it would further enhance productivity and reliability as well as reduce the environmental footprint by reducing paper usage. Further, such a program would allow the RSD to better manage our print infrastructure, making it easier to monitor and improve cost performance and improve the functionality of document generation and use.

### B. RFP Objectives

Through this Request for Proposal (RFP), the RSD is soliciting proposals to accomplish the following objectives:

- a. Contract with one vendor to service new multi-function devices and new desktop printers at all in-scope locations, thus reducing the number of service and repair agreements for RSD-owned equipment and streamline its equipment maintenance process;
- b. Greatly improve the level of service quality and response for repairs and maintenance;
- c. Implement a print management software proof of concept for a print server environment that provides rules based printing functionality, proximity card authentication for MFP's, secure follow-me printing, driverless web printing, mobile device printing, and detailed reporting of user and device activity. In addition, the solution should include the ability for devices to deliver OCR documents (in Word, Excel, and searchable PDF formats) to end-user email addresses. This must be a fully funded proof of concept that integrates into the current RSD IT infrastructure. It must work with Microsoft Active Directory, and Windows Servers. The print management solution must be able to integrate with all existing printers. The solution must be cross platform, meaning it must work with Apple OS-X (10.11+), Windows 10 +, IOS, Android, ChromeOS and Linux.
- d. Significantly reduce costs by consolidating volume printing and other cost saving methods while maintaining the level of quality and availability needed from these devices by RSD staff and provide this continued optimization throughout the contract term; Proposed devices should provide capabilities equal to or better than the current fleet to copy, print, fax, scan, collate, and staple respectively as indicated in Attachment 2.
- e. Obtain customer service and implementation assistance through dedicated account management, implementation project managers and dedicated tactical technical support to repurpose RSD staff into more core business functions.
- f. Provide a central point of administration for remote management of all in-scope devices with duties which include but are not limited to collecting data, generating reports, and generating alerts based on low supply levels and alerts based on malfunctioning or failed components.

### C. General Conditions

This RFP is not an offer to contract. Acceptance of a proposal neither commits the RSD to award a contract to any vendor, even if all requirements stated in this RFP are met, or limits our right to negotiate in our best interest. The RSD will thoroughly examine each proposal for best price, product quality, performance measures,

flexibility and customer support.

Proposals are to be made in good faith, without fraud, collusion or connection of any kind with any other contractor for the same work. All bidders must complete in their own interest and in their own behalf. The vendor will absorb all costs incurred in the preparation and presentation of the proposal. All vendors who submit proposals will be notified of the results of the selection process. RSD reserves the right to reject any or all proposals, in whole or in part, with or without cause, even if all the stated requirements are met. At the sole discretion of RSD, bidder presentations may be requested before award of the contract. RSD may also request the opportunity to conduct an on-site review of the vendor's facility and/or other locations where these services are provided, or a demonstration of the proposed technology.

Subcontractors working for the vendor must be identified in the RFP and must meet all the requirements of the RFP and any contract between the vendor and the subcontractor must include all contract terms agreed to between RSD and the successful vendor.

#### **D. Confidentiality**

Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable.

#### **E. Contract Term**

For the purpose of this RFP, any contractual period will be for 60 months with renewal option terms thereafter. The new multi-function devices should be on a 60-month term with a cost/image for service and supplies. Desktop devices should be on an all-inclusive cost/image agreement. These service agreements should include parts, labor and supplies (excluding paper).

#### **F. Proposal Effective Period**

Vendors should state in writing that all furnished information, including prices, will remain valid for 90 days from the date of the deadline for submission of this RFP.

#### **G. Evaluation Criteria**

This RFP is a subjective evaluation process that reviews all proposals to determine which proposal provides the best value for the RSD. Evaluation criteria may include, but may not be limited to, the following:

1. Ability to service new fleet of Multi-Function Devices and existing Printers at all locations with technicians certified for all in scope equipment. Proposed changes of equipment can take place at no cost to RSD on a 1:1 basis and the RSD may choose to repurpose their own equipment (20%)
2. Competitive pricing (20%)
3. Proven ability to implement a Managed Print Services solution which includes a demonstrated ability to roll-out and manage a program of similar or larger size in a similar sized organization as the RSD (15%)
4. Ability to demonstrate a proactively managed approach for measurable cost reduction, end user print behavior management, and process improvement continuously addressing both short and long-term goals throughout the term of the contract (15%)
5. Clearly defined Change Management process which allows for meeting the goals identified in Section 1, Part B - RFP Objectives (15%)

## **H. Standard Configuration for New Multi-Function Devices**

All new multi-function devices should be quoted with like or faster speed and include the following:

- Reversing Automatic Document Feeder
- Automatic 2-Sided Copying/Printing
- 3 Paper Sources (one large cassette), plus bypass
- Finisher/Stapler
- Network Printing/Scanning
- Must be able to scan to Word, Excel or Text Searchable PDF (OCR Scanning)
- Multi-function devices should be equipped with badge readers for follow-me print solution
- MFP should maintain similar operation panels

## Section II—Current State

### A. Background Information

There are 17 copier/printer devices in scope for this RFP. Equipment totals are listed below with types and volumes. Number of devices is subject to change upon award of contract.

#### Exhibit 1

Product Type	Location	Model	Total Monthly Black/White Usage	Total Monthly Color Usage
Copier	RM 82	227	3460	0
Copier	RM 182	25e	1457	0
Copier	RM 77	454e	12,054	0
Copier	RM 46	454e	19,036	0
Copier	RM 100	808	32,271	0
Copier	RM 80	808	20,025	0
Copier	RM 107	C227	3970	2442
Copier	RM 32	C454e	12,068	6753
Printer	RM 87	HP2430	186	0
Printer	RM 91	HP2430	427	0
Printer	RM 23	HP 3505	42	32
Printer	RM 126	HP 4000T	64	0
Printer	RM 22	HP 4015	0	0
Printer	RM 47	HP 3600	94	301
Printer	RM 34	HP 4014DN	1162	0
Printer	RM 100	HP3525	41	205
Printer	RM21	HP454DN	2	297

### B. Scope of Services

Rosholt School District (RSD) seeks a vendor who can provide service in an efficient and consistent manner. The RSD is interested in attaining service on our printers and copiers that will best serve our end-users, while addressing the business needs of each department while minimizing cost.

#### The initial phase and scope will include:

- Review/Replacement of current equipment.
- Management of all print services at RSD offices detailed above in Exhibit #1
- Comprehensive solution including, but not limited to, toner, maintenance kits, maintenance, parts, and consumables.
- Fleet/ Asset management
- Proactive device management
- Reporting that tracks Service calls, Service history, End user printer Usage, TCO/Inventory/Service/ Asset Management
- Guaranteed service within an agreed amount of time
- Technicians certified to work on our current fleet of devices
- Implementation of a Papercut type of print management with follow me printing
- Quarterly billing
- Comprehensive business reviews at intervals no less than quarterly
- Explanation of program services deemed necessary for a successful implementation.

**The following will be out of scope for this project: \*\***

- Wide Format Printers
- Large-Volume Copiers on Contract
- Stand-alone fax machines
- Stand-alone Scanners

\*\* The out of scope items are not included in this RFP.

**Service and Support:**

Service response times shall be as follows:

- Help desk services will provide assistance within a half hour of the service call
- If a technician is needed on-site, the technician will contact the RSD within one hour to determine on-site arrival time and a 4-hour on-site response (calculated from the time the first phone call is made for support to the vendor until the appropriately trained technician is on site). Next day response is required for all desktop printer devices.
- Regular scheduled preventative maintenance per manufacturer's recommendation.

The vendor's goal must be to deliver consistently exceptional service. Our RSD relies on document technology for everyday business needs. The vendor's job is to maintain the document technology to the highest standards, ensuring the following:

- Guaranteed levels of solution uptime (i.e. 96%)
- Guaranteed response time of four hours on multi-function devices
- Next day response on desktop printers
- Very high first-time fix rate
- Manufacturer trained and certified technicians
- Genuine parts and consumables for all devices
- Service-tracking web portal

## Section III—Vendor Instructions

### A. RFP Schedule

This schedule outlines the major activities that will occur in this proposal process and the due dates. Any changes in deadlines will be communicated to all vendors in writing. The RSD reserves the right to disqualify any vendor who does not comply with these deadlines.

### B. Vendor Questions and RFP Addenda

Questions regarding the content of or schedule for the RFP must be submitted in writing by email to the contact identified on the cover page of the RFP, according to the RFP schedule provided in Section III-A. RSD will issue answers to all vendor questions, as noted in that schedule. In the event that modifications or additions to the RFP become necessary, vendors will be notified in writing.

Activity	Description	Date/Time
RFP Solicitation	RSD emails RFP to vendors	15Mar2023
Submit Intent to Bid Form	Vendor must send completed Attachment 1 to contact listed on RFP via email.	21Mar2023
Submit RFP Questions	Questions must be sent via email and no questions will be answered after the due dates	31Mar2023
Respond to vendor questions	RSD emails RFP questions to vendors	07Apr2023
Submit proposal	Vendor must submit proposal to the contact on cover page via email	21Apr2023
Recommendation of finalist to Board of Education	RSD will recommend MPS vendor to Board of Education for review and approval.	10May2023
Notification of Contract Award to finalist	RSD notifies awarded vendor and all participating vendors of award result	11May2023
Execute contract (selected finalist)	RSD to coordinate with selected vendor	TBD
Implement solution (selected finalist)	Purchasing coordinator to set-up meeting w/selected vendors and technology staff	TBD



## Section IV. Proposal Content

**Proposal Submission Information: All proposals must be in and received no later than**  
21Apr2023.

That would include all sections of this RFP and Scope of Work, detailed planning with estimated dates and a breakdown of each cost in the project.

Please following the instructions below and email your response to Dapowers@rosholt.k12.wi.us.

**All proposals received after the deadline will be considered non-responsive.** Your proposal should also be organized as follows:

### A. Letter of Introduction

Provide a cover letter as a separate document. Include your company's legal name, other names that your company has operated under and the names of any parent companies.

### B. Table of Contents

Provide a sequential table of contents with page numbers linking to the content of your proposal.

### C. Executive Summary

Provide a concise and brief overview of the highlights of your proposal.

### D. Company Information

The following items are of interest to the [Customer Name] concerning your firm. As a part of quality business relationship, it is important for both you and RSD, to include any other business information you feel the RSD should understand. Please answer the following questions if they are applicable. If not, please indicate N/A.

1. What is the City and State in which your company is based?
2. Please state the number of years your company has been in business.
4. What is your company's ownership structure?
5. Provide the required certificate of insurance identifying the required insurance coverage.
6. Identify the key offices that would be involved in managing this project.

### E. Capabilities and Experience

1. Provide a minimum of three references for customers of similar size or larger to RSD, to whom you provide similar services. List the specific services you provide to these companies and the number of years that you have provided service.
2. What differentiates your organization from your competition for this type of service?
3. Please provide a detailed migration and management strategy for deployment of a managed print solution, addressing the following:
  - Program Management
  - Ongoing Management Process

- Roles and Responsibilities
- Deployment Team
- Deployment Plan
- Reporting Structure
- Qualifications
- Training

## **F. Account Management and Technical Service**

1. Please describe the resources, such as account representatives and technical representatives that will be assigned to RSD?
2. Please explain how your organization provides management services for the following:
  - Asset management database containing output devices at RSD
  - Move, add and change process control
  - Single point of contact to initiate asset management activities
  - Replacement of toner
  - Preventative maintenance services
  - Installations
  - Break and Fix Services
  - Onsite Account Management
3. Please provide detail on your planned process and recommendations for technology refresh after a solution has been installed and implemented.
4. Please describe your ability to provide equipment disposal services and trade-up programs.

## **G. Proposed Fleet Management Approach**

1. Based on our description of our current state, provide a high-level description of your recommended end-state print environment for our organization.
2. Describe your proposed approach to managing our equipment fleet on an ongoing basis. Include any staffing recommendations and RSD responsibilities.
3. Describe the specific data collection tools and processes you propose to use to evaluate and manage our fleet and are there any software requirements that RSD must have in place before your organization can manage our print services.

## **H. Environmental**

1. Please describe how you manage the power consumption of both printers and multifunctional devices and what importance does EnergyStar certification of products play in making your decisions?
2. How can your organization assist RSD minimize the use of paper?

## **I. Transition and Implementation**

1. Please describe the proposed steps to implementing your MPS program.
2. Please describe the process and programs available for user training and RSD Help Desk training.

3. Please share a detailed timeline, including action items, milestones, deliverables and persons responsible, for successfully implementing the initial phase of our scope.
4. What resources will be used from your organization and what resources are needed from the RSD during the implementation process? For each person identified, please briefly describe their roles and responsibilities during the implementation.

## **J. Support**

1. Please explain how your standard telephone support and escalation process works.
2. Is it possible to bypass first level support and gain immediate access to more experienced engineers? Are you providing this service to any of your current customers?

## **K. Customer Service**

1. Please describe your ability to support the locations listed as in scope within this RFP.
2. Can you provide a toll-free number for all service inquiries?
3. Please describe your options and process for submitting the following:
  - Service Requests
  - Meter Readings
  - Supply Orders

## **L. Quality**

1. Please describe your escalation process for unresolved issues.
2. What are your normal hours of support should our users or administrators need assistance? How are questions outside of normal hours of support handled? Please describe how you plan to ensure that RSD receives high service levels, immediate responsiveness and prompt turnaround.
3. What measures do you take to ensure client satisfaction?

## **M. Performance Metrics and Reporting**

1. Describe your ability to supply meaningful reporting, such as volume by user, total number of pages and trending, that RSD can share with management. What type of reporting capabilities does your organization offer?
2. What is your ability to provide custom and ad hoc reporting?
3. Please include examples of your service reports (e.g., response time, uptime percentage, total service requests, average monthly volume). Please explain the frequency on which this information is available to us.

## **N. Billing and Invoicing**

1. Describe your recommended billing approach.

## **O. Financial Considerations**

Pricing, along with many other factors, will be a driving factor in the selection of a vendor to manage specific print services at designated locations. RSD seeks to establish a contractual arrangement with

pricing terms that satisfy the objectives of this RFP at the most competitive price possible. The organization wants to ensure, however that quality of service delivery is not negatively impacted from any form of exceedingly aggressive pricing scenario.

Please state any alternate pricing plan you would recommend and explain the benefits. Prices quoted will be valid for ninety (90) days from the deadline of this RFP. After that time, price changes will only be applicable after written notification to and written acceptance by RSD.

## **P. Appendix**

Include any additional material referenced in your proposal that is essential to RSD's informed review. Please do not include bulk marketing material unless it illustrates or explains a specific point you are making.

## Attachment 1: Intent to Bid Form

This form acknowledges your receipt of this RFP and states whether your firm intends to submit or not submit a proposal.

Please return this form to the contact identified on the front cover of this RFP via email before \_\_\_\_\_.

Vendor Name: \_\_\_\_\_

Vendor Title: \_\_\_\_\_

Vendor Telephone Number: \_\_\_\_\_

Vendor Fax Number: \_\_\_\_\_

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

Do you plan to submit a proposal:    yes \_\_\_\_\_    no \_\_\_\_\_

If not submitting, please state the reason: \_\_\_\_\_

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

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_