

**REQUEST FOR PROPOSAL (RFP) FOR**

Copiers - Replacement and Maintenance Contract

FOR THE LAKE COUNTRY SCHOOL DISTRICT



**Due Date: 10/17/2022 @ 5:00 P.M.**

**Respond to:**

Lake Country School District

Attn: Nicole Brown

1800 Vettelson Road

Hartland, WI 53029

Phone: 262-367-3606 x108

Fax: 262-367-3205

Email: [brownn@mylakecountryschool.org](mailto:brownn@mylakecountryschool.org)

**TO:** All interested parties

**SUBJECT:** RFP for replacing and maintaining its fleet of copiers.

## SECTION 1: INTRODUCTION

### 1.1 Project Purpose and Scope

The Lake Country School District (the District) is releasing a Request for Proposal for replacing and maintaining its fleet of copiers through a five (5) year lease and maintenance service contract.

The District is seeking to secure a qualified Vendor(s) to provide printer and copier replacement and maintenance services, and a contract buyout with expiration date of 2024.

### 1.2 Project Summary

The District desires to develop a strong partnership with a copier service provider that will assist in achieving the following key objectives:

- Create and implement an optimization and standardization strategy for the District's copier fleet
- Reduce The District's printing costs
- Improve Customer Service and Customer Support
- Improve The District's "Green Footprint"
- Evaluate and recommend print/copy/scan flow improvements
- Minimize downtime and maintenance calls

### 1.3 Timeline/Schedule of Events

Following are key dates for this RFP. The District reserves the right to make modifications.

- Issue RFP – Tuesday, 9/27/22
- Vendor Questions Due – Friday, 10/07/22
- Responses to Vendor Questions Posted – Monday, 10/10/22
- Proposals Due – Monday, 10/17/22
- Vendor Interviews/Demos – TBD
- Board Approval – Monday, 11/21/22
- Installation begins – Wednesday, 11/23/22

## SECTION 2: OVERVIEW OF CURRENT ENVIRONMENT

### 2.1 Background Information

The District currently leases one (1) C8045H Xerox color and black/white copier and four (4) B8045H black/white copiers. We currently have a single maintenance vendor who provides maintenance, customer support, and print supplies.

The proposal should include costs assigned to each copier and calculations for a 5 year lease. The District is looking for a comparison of cost between a cost per copy and fixed cost for both the color and black/white and black/white units with consumable supplies included. The District is seeking government contracted pricing.

## **2.2 Current Copier Setup**

The District's copier drivers are set up on a print server in the server room. All copiers use PCL drivers directly from the manufacturer. In addition, we use CloudPrint through Paper Cut Mobility. All copiers are maintained, configured, and repaired by the vendor. Vendor(s) shall be required to interact with The District's Technology Department to coordinate configurations and protocols.

## **SECTION 3: SYSTEM REQUIREMENTS**

### **3.1 Copier Minimum Standards**

All copiers supplied will be new, U.L. approved, energy star compliant. Demonstrator copiers are considered used and should be noted as such for the purpose of this proposal. In addition, all copiers supplied at the time of initial installation will be the latest current models of modern technology.

Proposals are to include complete descriptive literature showing specifications of equipment offered. Literature must contain information on electrical and space requirements, as well as provide the dimensions of the copiers with and without optional features. Copiers must be able to produce clean, acceptable images using a minimum of 30% post-consumer waste recycled paper made for xerographic purposes.

Each copier provided by the successful vendor(s) shall be expected to perform the intended functions, to operate satisfactorily, and to produce acceptable copy/print/scan quality during normal operating hours. Normal operating hours are between 7:30 a.m. and 4:00 p.m. Monday through Friday, excluding recognized holidays.

If a copier fails to operate at a minimum of 95% uptime during normal operating hours, then the copier shall be replaced with a new copier. The measurement of 95% uptime will be based upon any consecutive three-month period over the duration of the lease. Such replacements will be at no-charge. This performance guarantee shall apply for the entire lease period beginning with the delivery/acceptance date of the equipment. Failure to meet the 95% uptime standard as required will cause the District to take a service credit and withhold that amount from invoices owed the Vendor(s).

The following is an overview of the desired features:

#### **A. All Hardware**

- Copy/Print speed: 60+ ppm
- Finisher with:
  - Staple unit
  - 3 hole punch
- Must have a duplex 2-sided print/copy/scan feature
- Paper/Printing Requirements:
  - Large capacity paper tray
  - Must accommodate paper handling for letter, legal, ledger
  - Must be compatible with various label and envelope stock sizes
  - Must be compatible with heavy and glossy stock
  - Capable of producing high quality prints and copies

## **B. Software and User Features**

- Configure codes for prints
- Ability to fax (one unit)
- Easy access user directory/address book with configurable quick access directory
- Configurable print/copy job presets
- User scan/copy features which include reduce, enlarge, darkness control
- Setup scanning ability for color and black/white PDF, JPG, and TIFF to existing Google Drive folders and email accounts.
- Provide long term warranty for all system hardware with month-to-month option at contract end.
- Provide 5-year maintenance agreement
- Provide user and administrator training
- Provide service for toner collection/recycling

### **3.2 Copier Codes**

The District would like to use Follow Me print codes to hold prints in queue to reduce unwanted prints from printing.

### **3.3 Dispositions of Current and Future Equipment**

The current vendor shall be responsible for the removal of the current copier equipment (lease). The new vendor shall be responsible for the installation of the new copier equipment.

### **3.4 Environmental Sustainability**

During the term of this Agreement and any extension(s) of such term, supplier agrees that its products will be compliant with the following environmental specifications:

- Complies with EPA ENERGY STAR Program, and equipped with reasonable recovery time from ENERGY STAR Power management modes
- Vendor must provide used or empty toner/cartridge recycle service
- Does not use wet process technology
- Is designed for remanufacturing and reuse of parts

### **3.5 Customer Support Services**

Normal District office hours operate on a Monday through Friday, 7:30 a.m. – 4:00 p.m. schedule with limited hours June-August. The successful vendor(s) must provide ongoing telephone support regarding the use of the equipment to department end users and IT staff during office hours. Vendor(s) will provide a contact name and phone numbers for support and services staff.

Please include proposed method of managing service calls regarding:

- Service organization background and qualifications
- Method for service call tracking per device
- Level of service specifications
- Copier to Technician Ratio
- Average Response Time

### **3.6 Regular and Preventative Maintenance and Supplies**

Coverage offered in each instance, is to be a full service maintenance contract which includes all developer, toner, fuser, oil, drums, finisher supplies, repair parts, labor and preventative maintenance services.

Machines furnished will not be eligible for removal from maintenance coverage until after 5 years of life from the date of installation. Vendor(s) must provide manufactures notices of discontinuing the product of any model furnished hereunder. Preventative maintenance will be based on the specific needs of the equipment as determined by the manufacturer. On-call remedial maintenance will be performed on an as-needed basis as determined by the District . An adequate inventory of spare parts must be kept by the vendor(s) to be available for repairs necessary to keep the copiers operating. All maintenance will be performed by fully trained technicians.

### **3.7 Invoicing**

Vendor(s) shall prepare one monthly invoice for all equipment and shall include:

- Invoice date and number
- Separate location, make, model and serial number for each copier billing
- Number of copies/prints
- Date of meter reading

### **3.8 Relocation**

A copier may be relocated (after initial installation) one (1) time during the period at no charge to the District. Thereafter, if the same copier is relocated, it will be at the vendor's current published rate, if the vendor performs the move. This does not include copiers replaced or upgraded.

## **SECTION 4: IMPLEMENTATION REQUIREMENTS**

### **4.1 Training**

Vendors must include an explanation of how training will be provided for key personnel. The training should include at a minimum technical training for IT staff that covers topics such as installation, configuration and maintenance of the proposed system.

### **4.2 Warranty & Support**

Provide on-site equipment warranty information. Provide support services options. Include information about customer support services, trouble reporting, maintenance agreements and costs and whether field support is local, area or regional and expected on-site support response times.

## **SECTION 5: SUBMITTAL**

### **5.1 Response Submission**

Proposals should provide sufficient detail and description of the vendor's capabilities to satisfy the requirements of this RFP. A proposal shall constitute an irrevocable offer for 90 days following the deadlines for its submission. All proposals will be confidential until selection of a vendor(s) or final rejection of all proposals by the District's Board.

A hard copy or an electronic copy must be received by 5:00 p.m. on Monday, October 17, 2022.

Please submit proposals to:

Lake Country School District  
Attn: Nicole Brown  
1800 Vettelson Road  
Hartland, WI 53029  
Phone: 262-367-3606 x108  
Fax: 262-367-3205  
Email: brownn@mylakecountryschool.org

## **5.2 Cost Proposal**

Proposal must include the proposed cost, including all out-of-pocket costs, broken down by major activity. Cost proposal should identify any hardware and software required to implement the system. Cost proposals should include the following cost components.

## **5.3 Discretion**

The District reserves the right to reject all proposals or to request and obtain, from one or more of the businesses submitting proposals, supplementary information as may be necessary for the District to analyze the proposal. The District may negotiate with one or more firms, and may contract with one or more firms as The District deems appropriate.

## **5.4 Proposal Inquiries**

All questions regarding this RFP should be directed to Nicole Brown at brownn@mylakecountryschool.org. Please submit any questions on or before 5:00 p.m. Friday, October 7, 2022. No later than 5:00 p.m. on Monday, October 10, 2022, the District will post responses to all questions received on the District website at <https://www.mylakecountryschool.org> > My School > More > Requests for Proposals. The identity of the vendor asking the question will not be posted.