

**Request for Proposal  
Woodruff J1 School District Managed  
Print Services**

**RFP Schedule and Submittal:**

1. March 24, 2022: RFP is issued
  
2. **Vendor Questions:** Please direct any questions regarding the RFP to:  
Stephen Boersen  
Director of Technology  
(715) 356-3282 ext 4403  
[stephen.boersen@avwschool.org](mailto:stephen.boersen@avwschool.org)
  
3. **RFP submissions are due Monday April 25, 2022. Submissions are to be sent by email only. No paper submissions will be accepted.** Vendors may use and provide paper copies when onsite for discussion purposes.  
**Official submissions must be sent to:**

[stephen.boersen@avwschool.org](mailto:stephen.boersen@avwschool.org)

**Project Summary**

The Woodruff J1 School District is seeking proposals for a managed print service to optimize our current printing environment. The goal is to enter into a three (3) to five (5) year agreement with a qualified vendor to provide managed services for our district printers. It is anticipated that the contract shall be effective starting July 1st, 2022.

Vendors are instructed to propose their most advantageous solution for the district in accordance with the requirements and scope of work specified. The district will consider proposals for replacing our existing copiers/printers. Vendors should quote the most cost effective solution for the three (3) to five (5) year term.

**Information and Requirements**

1. Proposal Submission Due Date: Proposals are to be emailed to [stephen.boersen@avwschool.org](mailto:stephen.boersen@avwschool.org) by 3:00 PM on April 25, 2022. There is no formal proposal opening session scheduled. Any proposals received after the specified due date and time will be rejected.
  
2. Alternate Proposals: Specifications contained in this RFP are intended to define the level of quality and performance and not to restrict competition. Suppliers offering alternates shall submit, with their proposal, an itemized comparison to the RFP specifications, documenting equivalence for dimensions, quality performance, etc. Suppliers may offer more than one alternative with required supporting documentation. Where certain brands or part numbers are specified, it is for illustration or to establish a standard for features and construction. "Or Equivalents" are acceptable and are allowed, and suppliers are encouraged to offer varying brands of "equivalent" items and services for the Woodruff J1 School District's consideration.
  
3. Right to Rejection of Proposals: The Woodruff J1 School District reserves the right to reject any portion of a proposal, or the complete proposal, or all proposals, and to waive any informality in

proposals received when such rejection or waiver is considered to be in the best interest of the district.

4. Firm Proposals: All proposals are to be firm for acceptance for a minimum of ninety (90) days from opening and for the specified contract period. Any exceptions shall be fully noted. The purchase of the item(s) in this RFP is contingent on budget availability. The district may elect to not proceed with this project, or delay the project, or modify the conditions for this project, if so considered to be in the best interest of the district.
5. Level of Competing Proposals Received: The Woodruff J1 School District reserves the right to reject all proposals received and resubmit the RFP if it feels an adequate level of competition was not obtained, or if specifications/terms did not allow for a sufficient level of completing proposals to be received, or if desired specifications, features, or standards were not, in the opinion of the Woodruff J1 School District, acceptable.
6. Delivery: All proposed items or services are to be delivered tax-exempt, F.O.B. Destination – delivered and installed with freight cost included in the price.
7. Questions: Questions concerning this RFP must be directed to Stephen Boersen at [stephen.boersen@avwschool.org](mailto:stephen.boersen@avwschool.org). Onsite visits will be made by appointment only.
8. Liability: The Woodruff J1 School District incurs no liability for any cost the supplier may have incurred in preparing and submitting a proposal in response to this RFP.
9. Contents of Proposal: All attachments, additional pages, addenda or explanations supplied by the vendor with this proposal will be considered as part of the proposal response.
10. Meetings with, or presentations by suppliers: Upon receipt of all proposals meeting the conditions outlined in this RFP and arriving by the specified due date and time, the Woodruff J1 School District reserves the option to meet with a select group (not all) of vendors that it considers to be in the best interest of the district, to do presentations or clarify details of their proposals to district staff. If an oral presentation/interview is required of selected finalists, it shall be at the respondent's expense. However, an award may be made without discussion with the respondents. Therefore, respondents are cautioned that proposals should be submitted initially on the most favorable terms, from both a technical and cost standpoint. Unnecessarily elaborate brochures or other presentations beyond that required to present a complete and effective proposal are not desired.
11. Uniform Commercial Code: The Woodruff J1 School District contract terms will be to the provisions of the Uniform Commercial Code for the State of Wisconsin, and the district will be entitled to all rights and remedies of contract as afforded under the provisions the UCC for the State of Wisconsin, not barring any state and federal contract provisions that would also apply to a district contract of this dollar magnitude and nature.
12. Right to Addendums. The Woodruff J1 School District reserves the right to amend the terms and specifications of this RFP. In the event of any changes to the terms and/or specifications of this RFP, a formal addendum to the RFP will be issued.

13. Amendments to Contract Terms and Conditions. The Woodruff J1 School District reserves the right to change, modify, or cancel the terms of a contract “at will.” Any and all changes to the terms or conditions of contract will be binding on the district only through formal written addendum issued by the district to the contract or agreement. In the event of order cancellation, the district will provide the supplier with an advance thirty (30) days written notice. In instances of contract breach by a supplier, or in instances of a supplier posing a risk or safety issue in their practices or the products they supply, contract termination can occur immediately with no advance notice provided to the supplier.
  
14. Right to Negotiate Contract Terms: The district reserves the right to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the agency may negotiate a contract with the next highest scoring proposer.
  
15. State Sales Tax and Federal Excise Tax Exemption: Notice is hereby given that the Woodruff J1 School District, as a Wisconsin municipality, is exempt from state sales taxes and federal excise taxes. Such taxes should not be included in prices or quotes proposed to the district.

### **Scope of Project**

The Woodruff J1 School District currently has a fleet of 7 network printers/copiers distributed across the district and seeks a qualified vendor to manage a print service program based on the devices listed on the attached documents and consisting of the following components:

- Consumable Supplies
- Fix/Repair Services
- End-user Support
- Management of the print devices
- Option to refresh network printers

*On Attachment A Technology Refreshment Strategy, please describe your approach when the Woodruff J1 School District may require additional or replacement print devices.*

All proposals must identify 1) price per page for black ink only print jobs, as well as, the price per page for color print jobs, 2) if solely a price per page service state the estimated annual cost, and 3) if a fixed cost is quoted based on projected print counts vendor must provide cost of additional print jobs (per page for both black and color) and credits to the District if quoted volume is not reached or procedure for revisiting subsequent year’s fixed cost.

### **Consumable Supplies**

The successful vendor will be responsible for inventory management of all consumable supplies (except paper) including end-user replaceable components for all printers defined within this RFP.

- Covers all printers included within this RFP as well as any printers replaced by selected vendor as part of the agreement.
- Vendor is responsible for delivery of supplies to point of need.

*Please respond to the questions on Attachment B Consumable Supplies.*

Expectations for the consumable supplies required by this RFP.

- Consumable supplies must meet original equipment manufacturers (OEM) specifications.
- Vendor assumes all responsibility for hardware performance due to consumable supplies.
- Vendor is responsible for delivery of supplies to point of need or location.
- The Minocqua J1 School District is interested in proactive device monitoring and automated ordering and delivery of necessary consumable supplies.

### **Fix/Repair Maintenance**

The successful vendor shall be responsible for all toner, fix/repair maintenance, and/or replacement of all output devices included in a contract resulting from this RFP.

- Covers all network printers included within this RFP.
- Hardware must meet specifications and minimum uptime requirements.
- Vendor will meet minimum service response expectations.

*Please respond to the questions on Attachment C Fix/Repair Maintenance.*

### **End User Support**

The successful vendor shall be responsible for end user help-desk support for the entire organization.

- Provide end-user support for all users on all printers covered by a contract resulting from this RFP.
- Provide a single point of contact for district technology staff.

*Please respond to the questions on Attachment D End User Support Expectations for the end-user help-desk support required by this RFP.*

### **Management and Process Controls**

The successful vendor shall be responsible for management of the Woodruff J1 School District printer fleet as described within this RFP including measurement and reporting of results.

- Electronic monitoring of all output devices that are part of a resulting contract.
- Maintaining service records to report individual device performance.

*Please respond to the questions on Attachment E Management Expectations for the management and process controls required by this RFP.*

### **Billing**

The Woodruff J1 School District prefers overages billed annually.

### **Evaluation Criteria**

Representatives of the Woodruff J1 School District will evaluate the proposals and rank them from the one most likely to the one least likely to meet the needs of the district and satisfy the requirements of the RFP. The district may call for interviews to clarify information and request proof of concepts received in the proposal. The Woodruff J1 School District will judge the merit of proposals received in accordance with the evaluation criteria described below:

1. Capabilities of the vendor

2. Cost of solution
3. References and experience

**Attachments to be Completed by the Vendor**

Attachment A Technology Refreshment Strategy

Attachment B Consumable Supplies Expectations

Attachment C Fix/Repair Maintenance Expectations Attachment

D End-User Support Expectations

Attachment E Management Expectations

**Existing Equipment and Print Averages**

Location	Make and Model	BW Average (12mo)	Color Average (12mo)
District Office	Kyocera Taskalfa 5002i	31000	-
School Office	Kyocera Taskalfa 5002i	37000	-
Workroom B/W	Kyocera CS 3252ci	310000	-
Work Room Color	Kyocera CS 8002i	-	134000
K-2 Wing	Kyocera Taskalfa 5002i	160000	-
3-5 Wing	Kyocera Taskalfa 5003i	215000	-
6-8 Wing	Kyocera Taskalfa 5002i	110000	-
<b>Total</b>		<b>863,000</b>	<b>134,000</b>

All quotes should be based on the following annual usage estimates:

- 865,000 Black and White copies
- 134,000 Color copies

**The district also expects to purchase devices instead of lease**

**The Woodruff J1 School District would expect to be billed annually for overages**

**Vendors may propose alternative usage/cost structures if such a proposal would ultimately lead to a decrease in cost for the district. However, this setup does seem to be very efficient for our school at this time.**

**The averages outlined above serve as a guide for equipment selection and approximate annual averages per device segment.**

**Additional Enhancements and Requests of the Woodruff J1 School District:**

1. Please include the licensing (if applicable) and installation of Paper Cut software or equivalent solution in your bid (currently running Paper Cut version 21.2).

2. Vendor must include both Follow-Me and direct print options to all printer types.
3. Vendor will propose a solution for when the vendor/equipment fails to meet the support expectations of the Woodruff J1 School District. This includes potential reimbursement or replacement of problem equipment.
4. Devices in Main Office and District Office will have standard fax capabilities
5. Vendor must propose a solution for printing from non-network devices such as Mac, iPads, Chromebooks, and other mobile devices (Mobility Printing).

## **Attachment A Technology Refreshment Strategy**

1. Please describe how you will approach technology refreshment when the Woodruff J1 School District may require replacement printers.
2. What printer brand preferences do you have or brands that you distribute.
3. Please describe your printer pricing/replacement strategy for the Woodruff J1 School District as well as the end of contract disposition of printers deployed after the start of the contract.





## **Attachment C Fix/Repair Maintenance**

Expectations: The successful vendor shall be responsible for fix/repair maintenance of all printers included in a contract resulting from this RFP. All hardware is expected to perform at a minimum of 99.9% uptime; any downtime due to lack of consumable supplies will count as hardware downtime. All hardware is expected to meet original manufacturer's specifications.

Please describe any guarantees you offer for device performance and uptime including penalties for non-performance if applicable:

1. Vendor shall respond to a request for maintenance within Four (4) hour.
2. Vendor shall maintain on average on-site response time no more than twenty-four (24) hours after receiving original request for maintenance.
3. The district may be interested in proactive device monitoring and automated service dispatch.
4. Service parts and components must meet original equipment manufacturers specifications.
5. Vendor assumes all responsibility for hardware performance due to service parts and components.
6. Vendor will assume responsibility for disposal of and recycling of all service parts.
7. Please describe how you intend to meet these expectations and what recourse the district has if you do not.
8. Please describe your preventative maintenance plan.

## Attachment D End-User Support Expectations

The successful vendor shall be responsible for end-user support as defined below across the entire district and covering all printers covered by a contract resulting from this RFP. Provide details for the following:

1. The successful vendor will be responsible for providing a user help desk to answer user questions and/or escalate them to a dispatched support/service call. What is the preferred way to contact support?
  
2. Provide help desk support during normal business hours, 7:00 a.m. to 5:00 p.m., Central Time, Monday through Friday with the exception of statutory holidays.
  
3. Is there an additional fee for User Help Desk support? Yes – No If yes, provide details.
  
4. Does your company offer User Help Desk support as a standard service offering? Yes - No If yes, is this User Help Desk support outsourced?
  
5. If your company offers User Help Desk support as a standard service offering please provide a brief description of this support offering; if no please describe how your company will handle this requirement.
  
6. Which district personnel will be able to report issues or request service on a device?

## Attachment E Management Expectations

The successful vendor shall be responsible for implementing management process controls to enable measurement and management of the entire Woodruff J1 School District printer fleet.

### 1. Device Management

The successful vendor will be responsible to supply, install and maintain necessary software tools to interface with all printers covered by a contract resulting from this RFP. At a minimum, the printers and software tools should be able to work together to enable:

- Tracking of consumable supply levels for proactive supply replenishment
- Monitoring of device service codes for proactive service dispatch and response
- Capture monthly meter readings for billing & utilization reporting
- Number of monochrome and color pages
- Number of simplex and duplex pages
- Number of jobs

### 2. Print Management

Print management should be web-based and contain the following information:

- Number of monochrome and color pages per user per device utilized
- Number of simplex and duplex pages per user per device utilized
- Number of jobs per user
- Log of print jobs

### 3. Reporting

The successful vendor will be responsible for reporting hardware performance and service metrics on a quarterly basis. At a minimum the following will be included:

- Allowance and usage difference
- Average number of service calls per month over the reporting quarter
- Percentage of calls dispatched by proactive device monitoring over the reporting quarter
- Average downtime/uptime over the reporting quarter
- Average repair times after receiving original request for maintenance over the reporting quarter

### 4. Fleet Management

The successful vendor will be responsible for managing the fleet by monitoring device performance, identifying at risk devices and providing technology refreshment recommendation:

- Devices which are not achieving the minimum of 99.9% uptime
- Devices which are realizing excess levels of service
- Devices which are exceeding their anticipated or recommended monthly page volumes
- Devices which have been placed in an operating environment detrimental to their maximum performance
- Devices which have been subject to user abuse or ignorance

## **Proposal Summary**

Vendor Name:

Vendor Optimization - Total proposed annual cost, including maintenance:

Cost per page for black/white:

Cost per page for color:

Cost per page on black/white overages:

Cost per page on color overages:

Itemization of any other additional costs:

Provide three references. At least two references must demonstrate implemented managed print services on the scope of our K-12 environment. (Rural School District, 600 Students)

### **Qualified Supplier Certification Statement**

In submitting this proposal, I certify that I am a "Qualified Supplier" for providing the items and/or services outlined in this Request for Proposal. This certification as a "Qualified Supplier" attests to the following:

Contractor's Qualifications (place your initials next to each item if you agree/concur):

1. \_\_\_\_\_ Our company has been in business for at least 3 years.
2. \_\_\_\_\_ Our company is an authorized dealer and service agency for any and all equipment or items provided.
3. \_\_\_\_\_ Our company maintains a permanent place of business and is licensed to do business in the United States.
4. \_\_\_\_\_ Our company is not presently on any lists maintained by the Wisconsin Department of Administration, or by any other State or the Federal Government, for noncompliance with any equal opportunity and/or affirmative action requirements.
5. \_\_\_\_\_ In connection with the performance of any work covered by this RFP, we agree not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical conditions, developmental disability, sexual preference or national origin.
6. \_\_\_\_\_ The Contractor agrees it is an independent Contractor with respect to the services provide pursuant to this agreement. Nothing in this agreement shall be considered to create the relationship of the employer and employee between the parties.

## Signature Page

**Proposal by:**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

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

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

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

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

Website: \_\_\_\_\_

By signing this RFP Proposal Page the Vendor, certifies: (1) this offer is made without previous understanding, conflict of interest, agreement or connection with any person, firm or corporation making a quotation on the same project: (2) is in all respects fair and without collusion or fraud: (3) the person whose signature appears below is legally empowered to bind the firm in whose name the quotation is entered; (4) they have read the complete Request for Proposal and understand all provisions to perform the work required by the proposed purchase contract documents referred to therein (as altered, amended or modified by addenda); if accepted by the Woodruff J1 School District, this proposal is guaranteed as written and will be implemented as stated; and (6) mistakes in writing of the submitted quotation will be the supplier's responsibility.