

Request for Proposal
Mequon-Thiensville School District Multifunction Devices

October 2, 2017

Return by: October 16, 2017

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REQUEST FOR PROPOSAL

Mequon-Thiensville School District (MTSD) is soliciting competitive sealed proposals from qualified vendors to provide copier service, complying with all terms and conditions described in this document.

Proposals will be accepted no later than **3:00 P.M. CDT, October 16, 2017**. Proposals received after this time will not be accepted.

Bidders must submit (1) original and (2) copies (paper or electronic) of the proposal. Please clearly mark the original copy as "ORIGINAL" on the cover. Submit RFP to:

Mequon-Thiensville School District

Attn: Technology Department
5000 W. Mequon Rd.
Mequon, WI 53092

All proposals received will be date/time-stamped. Responses must be packaged, sealed, and show the following information on the outside of the package:

Bid Opening

October 2, 2017
Bidder's name and address
RFP: Mequon-Thiensville School District Multifunction Devices

Proposals must include this cover page and be manually signed in the space provided below.

I have read the terms and conditions of this RFP and submit for consideration the attached proposal and exhibits.

The fees and costs in this proposal have been arrived at independently, and have not been divulged, discussed, or compared with the proposals of other Bidders. No attempt has been made nor will be made to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

I acknowledge that there is no conflict of interest involving any employee of MTSD unless otherwise expressly disclosed by attachment to this page.

Company Name

Company Telephone Number

Company Address

Company Fax Number

City, State, Zip Code

Authorized Signer's Full Name and Title

Authorized Signature Date

RFP OVERVIEW

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|--------------------------|--|
| Project Name: | Mequon-Thiensville School District Multifunction Devices |
| RFP Release Date: | October 2, 2017 |
| RFP Due Date: | October 16, 2017 |
| RFP Award Date: | November 3, 2017 |
| Installation of Devices: | December 28, 2017 |

Current Environment

The Mequon-Thiensville School District is comprised of six schools: Homestead High School, Lake Shore Middle School, Steffen Middle School, Donges Bay Elementary School, Oriole Lane Elementary School and Wilson Elementary School. A seventh school, Range Line Elementary, was closed several years ago but is currently being used by the Mequon-Thiensville Recreation Department and some district staff members.

The district is seeking solutions for MFD replacement.

MTSD is under contract with **Gordon Fleisch** for 18 MFDs through December 27, 2017. In addition, MTSD is under contract with **Office Technology Group** for 3 MFDs through January 31, 2018.

Term of contract for the MFD service of 3 years.

INFORMATION FOR BIDDERS

Communication/Questions

Upon receipt of this RFP, interested vendors must send an email to lcroix@mtsd.k12.wi.us with contact information for a single primary contact person representing their firm so any additional information or addenda can be communicated. The subject line of the email must be labeled "**RFP Multifunction Devices – Contact Info.**" All communications regarding this bid process will only be made with the primary contact.

Vendors are expected to raise any questions, or additions they have concerning the RFP as soon as they become aware of them. Any questions or requests for clarifications must be directed **in writing** to lcroix@mtsd.k12.wi.us. The subject line of the email must be labeled "**Mequon-Thiensville School District Multifunction Devices – Question.**" **The deadline for questions is October 12, 2017 at 3:00 pm.** The only contact allowed with MTSD staff is as stated above.

Unauthorized contact of any MTSD employee is cause for rejection of the bid.

Goals

- Options for direct queueing of print jobs while maintaining centralized reporting.
- Better control through standardization.
- Maintain the quality of current devices.
- Minimize down time.
- Scalability – matching machines to demand.
- Flexibility – the ability to relocate or change machines as demand changes.
- Invoices with clearly stated charges.
- Increase the District's "green footprint."
- Ongoing, effective and accessible technical support and training to meet the changing needs of the District.
- Networked devices that integrate seamlessly and provide full functionality to both Windows and Macintosh, including but not limited to all print and billing functions.

Expectations for Multifunction Devices

The successful vendor is expected to replace the leased and owned devices with digital multifunction devices of appropriate capacity for each location. New devices are to be multifunction and include scan, copy, print, and fax functionality. Required functionality for fleet devices includes but is not limited to:

- Direct print/copy “off the glass”
- Direct online print/copy
- Print from USB “thumb drive”
- Scan to print – scan one, print many functionality
- Scan to FAX (optional)
- Scan to Email
- Scan to Adobe® PDF
- Scan to TIFF
- Scan to USB “thumb drive”
- OCR options a plus
- Must be U.L. approved, ENERGY STAR® compliant
- Drivers set up and maintained by the MTSD technology department
- Will be capable of reporting potential issues, trigger re-ordering of supplies etc., via network connection, and vendor will provide proactive service based on this information as part of the services agreement.
- All machines must have remote service monitoring.
- All machines should allow for proximity card authorization access (keyless card system), PIN code and AD credentials to prevent unauthorized and/or unaccounted copying and printing.
- All machines must provide user friendly, graphical troubleshooting instructions.

General Expectations

The systems and equipment placed under this agreement must be scalable, meaning that the equipment must be expandable/contractible if needs and demands change. The District intends to work with the successful vendor to review the equipment usage periodically to ensure that the appropriate equipment is in place. Upon the agreement of both parties, equipment installed under this agreement may be relocated to meet changes in demand. There must be an upgrade path, which assures the District of at least five years’ useful life of the equipment and there must be a remedy for reduced demand.

The vendor will be responsible for disposing of used toner cartridges and other parts in compliance with appropriate state and federal laws and guidelines.

The vendor will be responsible for performing and notifying the District of:

- all security vulnerabilities as the manufacturer discloses them
- working with the District’s Information Technology staff to remedy security issues
- yearly updates to ROM / Flash upgrades for devices as necessary and as available
- securely erasing all of the data stored on any media storage device that is a part of any equipment installed in or relocated within the District under the terms of this agreement.

The District prefers the monochrome cost-per-copy charges to recover all machine costs including the cost of devices producing both black and color copies. Color copies will be billed at a separate, clearly identified per-copy rate.

The District expects to test all equipment prior to acceptance of the agreement. A team of MTSD staff will inspect all models proposed by the vendor to meet the fleet needs. An on-site demonstration at the District of a device with network, scan, print, and copy functionality of up to one week in length may be asked to be provided at no cost to the District.

The District expects seamless operations by the three major constituencies: Students, Faculty, and Staff.

The District expects all new devices to be installed and tested during the week of December 25, 2017.

Cost-Per-Copy Agreement

Mequon-Thiensville School District is requesting proposals to create cost-per-copy agreements to provide printed output from fleet copiers and MFDs for District use. The District plans to acquire service, consumable supplies (except paper), and equipment, including copiers, and multi-function color and black toner digital print devices.

Pooled Volume

Copies produced on all distributed devices will be consolidated into one pool for billing purposes. However, the invoice will list costs for each of the 8 distinct buildings on campus (Donges Bay Elementary, Oriole Lane Elementary, Wilson Elementary, Lake Shore Middle School, Steffen Middle School, Homestead High School, Range Line School and District Office).

Meter Reads and Data Collection

The vendor is responsible for collecting volume and use data for billing and reporting purposes on a monthly basis. The District also prefers an electronic, remote system that allows meter data to be collected without interrupting normal operational activities.

Site Visits

Vendors may make site visits to view the placement of existing equipment; however, those visits must be coordinated with Lauren Croix and/or a member of her staff.

Award and Implementation

Proposals for the Mequon-Thiensville School District Copier and Multifunction Device RFP will be accepted until 3:00 p.m. on October 16, 2017. The District expects to have completed the evaluation process by November 3, 2017, and make an award shortly thereafter. The successful vendor will develop and present to Mequon-Thiensville administration a complete and comprehensive statement of work (SOW) detailing installation and training dates within 10 days of notification of award of this agreement. The successful vendor is expected to fully and completely comply with each and every element included in their response.

Proposal Format

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Supplier's ability to meet the requirements of the RFP.

Vendor Presentations

Part of the bid/proposal evaluation process may include a formal presentation from the selected highest-ranking respondent(s). If invited, Suppliers should use this presentation to provide evaluators with further insight regarding their proposal and to clarify any issues that may exist.

Vendors may be invited to provide test/trial equipment for on-site evaluation. If requested, vendors are expected to provide a fully functional device with all required features.

Review Criteria

Mequon-Thiensville School District will review all valid proposals with particular emphasis on:

- Supplier's record of performance and service for similar accounts in terms of number of devices deployed, volumes observed, multiple discrete locations supported, and emphasis on network connectivity. Experience servicing institutions of education is preferred.
- Supplier's conformance to RFP specifications, requirements, terms, conditions, provisions, and responses to criteria for award as outlined within the RFP.
- Extent of Supplier's experience, stability, supporting resources, and management.
- Cost of goods and/or services to be purchased by the District.
- Supplier's financial stability. Evidence of financial ability to meet operational requirements.
- Proposals outlining: Approaches to handle equipment that is owned by Mequon-Thiensville School District or coming off lease; such as replacement/trade-in or plans to integrate said equipment into the program.

General Terms and Conditions

The Mequon-Thiensville School District reserves the right to consider proposals based on their relative merit, risk and value to our school district.

MTSD reserves the right to reject any or all bids without assigning any reason thereof, be the sole judge of equivalency, and waive any bid requirement in accepting or rejecting bids. The District reserves the right to waive any informality in a bid, or reject any part of any bid. The District reserves the right to negotiate any bid, or any part of a bid.

Written requests for withdrawal of a bid, or any part thereof, is permitted any time prior to the schedule of opening of bids, however bids may not be re-submitted once withdrawn. Any bid received after the time and date specified shall not be considered.

The prices included in the proposal shall be guaranteed through January 2021. The services requested in this RPF are to commence on January 2, 2018 during normal work hours.

The issuance of this request in no way obligates MTSD to purchase any products or services. Bidders are wholly responsible for the costs to produce a Proposal. All Proposals received become the property of Mequon-Thiensville School District.