



A Request for Proposal: Managed Print Services

School District of Crandon

**9750 US Hwy. 8 West
Crandon, WI 54520**

February 22nd, 2024

The District must receive an ***Intent to Respond*** no later than March 13th, 2024
2:00 PM CST

The District must receive all ***Proposals*** no later than April 2nd, 2024
2:00 PM CST

I. RFP OVERVIEW

The School District of Crandon (District) seeks to contract for Managed Print Services for network printers across the District (1 building located in Crandon, WI).

Managed print service goals include the following:

1. Management of all network and standalone printers, copiers, and multifunction scanner/printer devices by one Vendor.
2. Support District initiatives to reduce energy costs and decrease waste.
3. Provide printing support for computing devices throughout the District.
4. Provide the District and each building or department with greater insight and ability to control costs associated with printing.

Note - The District Is currently under contracted services for printing, copying, and scanning until August 29th, 2024.

I.1 OBJECTIVES

The District is soliciting proposals for managed services for network and / or standalone printers with the following objectives:

1. Contract with one Vendor to provide equipment, supplies, and service of all in-scope networked and / or printers at all District locations.
2. Ensure quality service and responsiveness for repairs and maintenance.
3. Reduce costs by consolidating printing volume and implementing other cost-saving methods while maintaining the level of quality and availability needed from these devices by CSD staff and students.
4. Minimize the number and makes\models of network and / or standalone printers.
5. Implement a solution that accommodates confidential printing, user quotas, and other techniques to reduce unintended or misdirected printing. And further, restrict access to color printing on a user basis.
6. Provide badge access to copiers and multifunction devices with HID Seos Badges.
7. Provide a cloud-based faxing solution to work with multifunction copiers and computers.
8. Provide integration with Google and / or Microsoft Entra services and District Google accounts and / or Microsoft Entra accounts for scanning and emailing scans.
9. Provide managed security and centralized security updates for all copiers, printers, and multi-function devices.
10. Plan for continued optimization of the program throughout the contract term.
11. Ensure customer service and implementation assistance through dedicated account management, implementation project managers, and dedicated technical support.
12. Provide printing support for the various computing devices throughout the District.
13. Provide a central point of administration for remote management of all in-scope devices that include but are not limited to collecting data, generating reports, generating alerts based on low supply levels, and warnings based on malfunctioning or failed components.

I.2 SCOPE

The following minimum services are required:

1. The proposal will include printers, supplies, and parts necessary for maintaining the functionality of all contracted printers.
2. The Vendor will provide a service solution that offers a single point of contact for managing the contract.
3. The Vendor will provide new equipment or maintain existing equipment for the length of the contract.
4. The Vendor will provide a professionally staffed helpdesk for troubleshooting and problem resolution.
5. The Vendor will provide a toll-free number to the printer support help desk for service calls and technical support.
6. The Vendor will provide a website to enter and view the status of service requests and manage printer assets.
7. The Vendor will timely dispatch certified printer technicians to District facilities as needed to install, maintain, repair, or remove printers.
8. The Vendor will include device-monitoring software to automate the management of this program, including malfunction notification, automatic toner ordering, and monthly reports distribution.
9. The Vendor will include device and user management software (i.e., Papercut) to aid the District's efficient operational practices. Application to interface with CSD's Active Directory or Entra environment to apply user-based or group-based policies or use parameters.
10. The Vendor will provide a summary and detailed monthly reports automatically for each school and department.

I.3 VENDOR QUALIFICATIONS

All Vendors must provide references and examples of managed print services they are currently performing on behalf of an organization that is equal to or greater in size than the District.

I.4 CONTRACT TERM

The contract term shall run from August 30th, 2024, or other negotiated start time, to August 31st, 2027 or 36 months after any other negotiated start time.

I.5 PROPOSAL EFFECTIVE PERIOD

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

I.6 GENERAL CONDITIONS

This RFP is not an offer to contract. Acceptance of a Proposal by the District neither commits the District to award a contract to any Vendor nor limits the District's right to negotiate in our best interest. The District reserves the right to contract with a Vendor for reasons other than the lowest price. The District will examine each Proposal for the 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. The Vendor will absorb all costs incurred in the preparation and presentation of the Proposal. All Proposals shall be deemed final, conclusive and irrevocable and no Proposal shall be subject to correction or amendment for any error or miscalculation. No Proposal shall be withdrawn after the scheduled time for the receipt of Proposals without the consent of the District. The District will notify all Vendors who submit Proposals of the results of the selection process. The District reserves the right to reject any or all Proposals. The District may enter into negotiations with one or more entities simultaneously and award a contract without notification. The District may also request the opportunity to conduct an on-site review of the Vendor's facility or other service locations or demonstrate the proposed technology. The Vendor will disclose all Subcontractors in the RFP. The Vendor and any subcontractor(s) must meet all the requirements of the RFP, and any contract between the Vendor and any subcontractor(s) must include all contract terms agreed to between CSD and the successful Vendor.

I.6.1 Confidentiality

The Vendor will specifically identify any proprietary information contained in the Proposal by marking it as "Proprietary Information.". The District will treat this information as confidential to the extent allowable by law.

I.6.2 Certificate of Insurance

Upon a contingent award, the Vendor shall duly execute and deliver a Certificate of Insurance to the District. A Certificate of Insurance must cover the entire contract period or be updated as required. Within ten calendar days after a Notice of Award, the Vendor shall deliver The certificate of insurance to the District's Business office. If the Vendor does not meet these terms, the District may declare the Vendor in default of the contractual terms and conditions and make another award.

I.6.3 Subcontractors

The successful Vendor shall assume full responsibility for any subcontractor(s) it might utilize and shall remain the District's point of contact for all concerns, orders, service calls, invoicing and duties related to the contract resulting from this RFP. The Vendor shall identify any subcontractor(s) to be utilized in the performance of the services to be performed. The Vendor shall specify the capabilities, experience, and portion of the work any subcontractor(s) may perform. The competency of any subcontractor(s) concerning the skill, responsibility, and business standing shall be

considered by the District when making the award. The District must agree to any future changes in subcontractors.

I.6.4 Sex Offender Provision

Wisconsin law prohibits a sex offender from being present upon the real property of the schools of the District. The Contractor and all sub-contractors acknowledge and certify that under law, a convicted sex offender may not operate, manage, be employed by, or act as a contractor or sub-contractor at the schools of the District.

The Contractor and all subcontractors shall provide a signed original Acknowledgment and Certification letter (see Attachment A). No employees of any Contractor or any subcontractor will be allowed to work on-site until the District receives this Certification.

I.7 EVALUATION CRITERIA

This RFP follows the Best Value evaluation system. Best value looks at several criteria to evaluate Proposals, including, but not limited to, cost. A subjective evaluation process reviews all submissions to determine which Proposal provides the best value for the District. Evaluation criteria may include, but may not be limited to, the following:

1. Ability to provide and service printers at all locations with technicians certified for all in-scope equipment.
2. Competitive pricing.
3. Proven ability to implement a Managed Print Services solution that includes a demonstrated ability to roll out and manage a program of similar or larger size in a similar-sized organization as the District.
4. The Vendor shall show the ability to measure cost reduction, end-user print behavior management, and process improvement, continuously addressing short- and long-term goals throughout the contract term.
5. Clearly defined Change Management process that allows for meeting the goals identified in Objectives.
6. The Vendor must provide a dedicated account manager to act as the central point of the administration who will be responsible for executive-level reporting, including detailed user reporting, Total Cost of Ownership, Inventory levels, Service history, and Asset Management information.
7. Solution's capabilities related to device and user management.
8. Extended functionalities that provide value to the District.

II. CURRENT STATE AND SCOPE OF SERVICES

II.1 BACKGROUND INFORMATION

Proposers are responsible for their own verification of all information provided to them by them.

After the submission of the Proposal, no complaint or claim that there was any misunderstanding will be entertained.

The District currently has over 20 copiers and printers in use. The current printers have total monthly print volume averages of approximately 220,000 prints total. 200,000 monochrome and 20,000 color.

The District will provide information about the manufacturer, model, and quantities of existing devices and print volumes to qualified Vendors upon request.

II.2 SCOPE OF SERVICES

The District seeks a Vendor who can provide service efficiently and consistently. The District is interested in obtaining service on networked printers that will best serve our end-users while addressing the needs of each school and department while minimizing costs. The District has approximately 850 students and 150 staff.

The District requires a printing solution that provides compatibility with:

1. Chromebooks (over 900 devices)
2. macOS and iOS device (over 25 computers)
3. Windows 11 computers (approximately 150 computers)
4. Windows file servers are running Windows Server 2022.
5. Windows Print Server running Windows Server 2022.
6. PaperCut MF is currently in use with Mobility Print and Follow-Me printing used with Google Chrome for student printing on Chromebooks.
7. Allow HID Seos Badge to log in and Release Print jobs
8. Allow HID Seos Mobile Credentials on mobile devices (iPhones / Android Phones) to log in and release print jobs.
9. Digital faxing service (ex. EGoldFax, etc.)
10. Large Format Poster Printer minimum of 24" wide

The project scope will include:

1. Reviewing current printer distribution and recommending managed solutions across the District
2. Providing comprehensive solutions including, but not limited to printers, management application(s), printer consumables, parts, and repairs
3. Providing on-going Fleet/Asset management
4. Providing proactive device maintenance
5. Reporting and tracking service calls, service history, end-user printer usage, TCO/Inventory/Service/Asset Management
6. Guaranteeing service within an agreed amount of time
7. Providing quality technicians
8. Providing aggressive and beneficial pricing structure
9. Providing monthly billing
10. Conducting comprehensive business reviews at intervals no less than quarterly
11. Explaining installation services deemed necessary for a successful implementation
12. Providing a solution to include the ability to track usage and control access to color printers.

II.3 SERVICE AND SUPPORT

The Vendor must coordinate the initial deployment of equipment and applications with the District Technology Department, with all resources in place and fully operational, preferably by August 30th, 2024.

After the initial placement of printers, the Vendor may make equipment changes at no cost to CSD on a 1:1 basis. Proposed replacement equipment must be comparable or higher in capability to the existing equipment.

Service response times shall be as follows:

1. Regular maintenance will be at the Vendor's discretion as long as it does not cause the equipment to cease working.
2. Support tickets: 8 hours on all in-scope machines. The 8-hour requirement starts from the time of the first phone call for support to the Vendor until the appropriately trained technician is on site.

III. VENDOR INSTRUCTIONS

III.1 RFP TIMELINE

This schedule outlines the significant activities that will occur in this RFP process and the due dates. The District will communicate any changes in deadlines affecting Vendors to all Vendors in writing. The District reserves the right to disqualify any Vendor who does not comply with these deadlines.

Activity	Description	Date/Time
RFP Release Date		February 22 nd , 2024
Submit Intent to Respond	Send completed Intent to Submit Proposal Form (Attachment B) to contact identified in Section 4.1 via email.	March 13th, 2024 2:00 PM CST
Question and Answer Period	All Vendors may submit questions via email to moondavi@sdoofcrandon.com	February 22 nd , 2024 – April 2 nd , 2024
Onsite Walk throughs available	Vendors interested in a site visit should contact David Moon via email or phone to schedule. moondavi@sdoofcrandon.com (715) 478-6128	Onsite visits can be scheduled in the morning or afternoon of either March 18 th , March 19 th , or March 22 nd , 2024.
Submit Proposal	Submit your Proposal by mail or hand-delivered as identified in Section 4.1	April 2nd, 2024 12:00 p.m. CST
Proposals Opened and Reviewed	All Proposals received will be opened and reviewed (but not necessarily in public).	April 3rd, 2024 9:00 a.m. CST
Recommendation of finalist to School Board	SDOC will recommend the Vendor to the School Board for review and potential approval.	April 8th, 2024

III.2 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 in Section IV.1. The District will issue answers to all Vendor questions, as noted in that schedule. If modifications or additions to the RFP become necessary, Vendors will be notified in writing by email.

IV. PROPOSAL CONTENT

IV.1 PROPOSAL SUBMISSION REQUIREMENTS

1. All Proposals must be received, by mail, or hand-delivered, no later than **April 2nd, 2024 2:00 PM CST.**
2. Submissions must include all sections of this RFP and Scope of Work, detailed planning with estimated dates, and a breakdown of each cost in the project.
3. The District will not accept Proposals after the deadline set forth on the Request for Proposal. The District is not responsible for delays occasioned by any delivery service, the internal mail delivery system of the District, or any other means of delivery employed by the Proposer.
4. The District reserves the right to reject all Proposals or any part thereof, waive informalities, and negotiate and enter into such contracts as shall be deemed in the best interest of the District.
5. This RFP and resulting Contract shall be governed by the laws of the State of Wisconsin and the venue for any legal action shall be in Forest County in the state of Wisconsin.

Vendors should send an Intent to Submit Proposal and any questions regarding this RFP to:

David Moon, Director of Technology
Email: moondavi@sdoofcrandon.com

Please mail sealed Proposals or deliver sealed Proposals (an original and 3 copies), as follows:

Place offers in an envelope marked – “RFP – Managed Print Services” Addressed to:

School District of Crandon
ATTN: David Moon
Technology Dept.
9750 US Hwy 8 West
Crandon, WI 54520

Organize your Proposal as follows:

1. Letter of Introduction (Limit to 1 page)

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.

2. Table of Contents

Provide a sequential table of contents with page numbers organized as described below.

3. Executive Summary (Limit to 1 page)

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

4. General Vendor Information (Limit to 1 page)

The following items are of interest to the District concerning your firm. As a part of a quality business relationship, including any other information you feel the District should understand. Please answer the following questions if they are applicable. If not, please indicate.

1. What is the primary location of your Company?
2. How long has your Company been in business?
3. Are you a subsidiary, affiliate, or franchise?
4. What is your Company's ownership structure?
5. Identify the critical Company offices and personnel that would be involved in managing this project.

5. Capabilities and Experience (Limit to 3 pages)

1. Provide a minimum of three references for customers of similar size or larger than the District to whom you provide similar services. List the specific services you provide to these companies and the number of years you have assisted.
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:
 - A. Program Management and Ongoing Management Process
 - B. Roles and Responsibilities
 - C. Deployment Team
 - D. Deployment Plan
 - E. Reporting Structure
 - F. Qualifications
 - G. Training for staff and IT department

6. Account Management and Technical Service (Limit to 3 pages)

1. Please describe the resources, such as Account Representatives and Technical Representatives for the District, and how they interact with our help desk.
2. Please provide detail on your planned process and recommendations for technology refresh after installing and implementing a solution.
3. Please describe your ability to provide equipment disposal services and trade-up programs.
4. Please explain how your organization provides management services for the following:
 - A. ▪ Asset management database containing output devices at CSD

- B. ▪ Move, add and change process control
- C. ▪ Single point of contact to initiate asset management activities
- D. ▪ Replacement of toner
- E. ▪ Preventative maintenance services
- F. ▪ Installations
- G. ▪ Break and Fix Services
- H. ▪ Management tool applications (device controls and user monitoring)

7. Proposed Fleet Management Approach (Limit to 3 pages)

1. Based on our description of our proposed state, provide a high-level description of your recommended end state print environment for our organization.
2. Identify the equipment (brand\models) and management application and briefly explain their alignment to District objectives and current devices listed in Section II.2
3. Describe your proposed approach to managing the equipment fleet on an ongoing basis. Include any District responsibilities.
4. Describe the specific data collection tools and processes you propose to evaluate and manage the equipment fleet. Identify any software requirements that the District must have in place before your organization can manage our networked printer services.

8. Environmental (Limit to 1 page)

1. Please describe how you manage the power consumption of printers and how Energy Star certification affects your decisions.
2. How can your organization assist the District in minimizing the use of paper?

9. Transition and Implementation (Limit to 3 pages)

1. Please describe the proposed steps to implementing your managed printer services program. b) Please describe the process and programs available for user training and District Help Desk training or orientation.
2. Based on the scope of the RFP, please share your recommendation for ensuring that all employees are aware of any changes related to using printers that may result from having your organization managing our printer services.
3. Please share a detailed timeline for successfully implementing the initial phase of our scope, including action items, milestones, deliverables, and persons responsible.
4. What resources will you provide from your organization, and what resources do you need from the District during the implementation process? For each person identified, please briefly describe their roles and responsibilities during the implementation.

10. Support (Limit to 2 pages)

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?
3. Please describe your escalation process for unresolved issues.
4. Please provide an overview of your Technical Support department.

5. What are your regular hours of support should our users or Administrators need assistance?
How are questions outside of normal hours of support handled?
6. Please describe how you plan to ensure that the District receives high service levels, immediate responsiveness, and a prompt turnaround.

11. Customer Service (Limit to 1 page)

1. Please describe your ability to support the locations listed within this RFP. Including estimated amount of time to get a service technician onsite to diagnose / repair an hardware issues.
2. Can you provide a single point of contact and toll-free number for all service inquiries?
3. Please describe your options and process for submitting the following:
 - A. ▪ Service Requests
 - B. ▪ Meter Readings
 - C. ▪ Supply Orders

12. Performance Metrics and Reporting (Limit to 1 page)

1. Describe your ability to supply meaningful reporting, such as volume by the user, the total number of pages, and trending, that the District can share with administrators and department heads. What type of reporting capabilities does your organization offer?
2. What is your ability to provide custom and ad hoc reporting? What is the turnaround for such reports?
3. Please include examples of your service reports (e.g., response time, uptime percentage, total service requests, average monthly volume). Please explain the frequency at which this information is available to us. (Example service reports not included in the page limit for this section.)

13. Billing and Invoicing (Limit to 1 page)

1. Describe your recommended billing approach.
2. Do you permit your customers to choose their payment due dates?

14. Financial Considerations (Limit to 1 page)

Pricing will be a prime factor in selecting a Vendor to manage specific print services at designated locations. The District seeks to establish a contractual arrangement with pricing terms that satisfy the objectives of this RFP at the most competitive price possible. The quality of service delivery should not suffer due to any form of exceedingly aggressive pricing scenario.

Please state any alternate pricing plan you would recommend and explain the benefits.

Please include a pricing break down of the following:

- Cost per copy / page of black and white prints
- Cost per copy / page of color prints

- Any monthly costs (Equipment leases, supplies, etc.)
- Any annual costs (Equipment leases, supplies, etc.)
- Support Costs (if any)
- Any other costs that will be incurred by the district for the term of this agreement.

RFP price quotations 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 the District.

15. Contract

Include with your Proposal any sample contract to be considered if selected.

16. Appendix (Limit to 5 pages)

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

V. ATTACHMENT A: CONTRACTOR ACKNOWLEDGMENT AND CERTIFICATION

Return this page with the response

ACKNOWLEDGMENT AND CERTIFICATION

_____ ("Company") is providing services to the School District of Crandon ("District") as a contractor or is operating or managing a contractor's operations. The services provided by the Company may involve the presence of the Company's employees upon the real property of the schools of the District.

The Company acknowledges that the law prohibits a sex offender from being present upon the real property of the schools of the District. According to law, the Company further acknowledges that, according to law, a sex offender may not operate, manage, be employed by, or act as a contractor or volunteer at the schools of the District.

The Company certifies that it shall not permit any sex offender to provide any services to the District under the prohibitions above.

This Acknowledgment and Certification are under the laws of the State of Wisconsin. If any portion thereof is held invalid, the balance of the document shall notwithstanding, continue in full legal force and effect.

In signing this Acknowledgment and Certification, the person signing on behalf of the Company acknowledges that they have read this entire document, understand its terms, and have signed it knowingly and voluntarily.

Dated: _____

[Name of contractor/sub-contractor]

By: _____

Printed Name: _____

Title: _____

V. ATTACHMENT B: INTENT TO SUBMIT Proposal FORM

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

Company Name and Address			
Primary and Alternate Vendor Contacts (please include name, title, telephone number, fax number, and email address)			
Do you plan to submit a Proposal?	Yes No		
If not responding, please state the reason.			
Authorized Signature:		Name :	
Date:		Title:	

Revised: 2/21/2024

Please return this form before March 13th, 2024 at 2:00 PM.

Email to: David Moon, Director of Technology – moondavi@sdoofcrandon.com