



MONROE COUNTY COMMUNITY COLLEGE

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1555 South Raisinville Road
Monroe, MI 48161-9746

Request for Proposal

Project #03-05.25

Campus-Wide Print Solution Refresh:
Multi-Function Devices
Managed Print Program

Included documents:

- Exhibit A – Current Fleet Configurations
- Exhibit B – Average Monthly and Yearly Meter Reads
- Exhibit C - Campbell Academic Center Printer Location Map
- Exhibit D - Founders Hall Printer Location Map
- Exhibit E - Health Education Building Printer Location Map
- Exhibit F - Life Science Printer Location Map
- Exhibit G - Physical Plant Printer Location Map
- Exhibit H - Warrick Student Center Printer Location Map
- Exhibit I - Career Technology Center Printer Location Map
- Exhibit J - Whitman Center Printer Location Map
- Exhibit K - LaZBoy Center Printer Location Map

Background

Monroe County Community College (“MCCC” or the “College”) is a two-year continuing education community college located in the southeast corner of Michigan. The College provides credit classes for approximately 2,500 students per semester, offering programs for students planning to transfer to a four-year university, occupational education for direct employment goals, adult education, work force and workplace development services, and support services to help students succeed. The College is committed to providing high quality, need-based educational and training opportunities to the residents of Monroe County and beyond. The campus is located at 1555 S. Raisinville Rd., Monroe, Michigan. Also, part of this College is the Whitman Center, located at 7777 Lewis Ave., Temperance, Michigan, providing an additional location to serve our students.

Overview

MCCC plans to upgrade all multi-function devices (MFDs) and network printers, while possibly reducing/consolidating its printing fleet at both locations where reasonable. The College is requesting an all-inclusive proposal for: 1.) a refresh of copier/multi-function devices (MFDs) and 2.) MPS printers to right-size our organization through evaluating and optimizing device distribution on campus. The College has outlined specifications it feels are relevant to meeting the expectations of this request.

The objective of this RFP is to enter into a lease agreement with one vendor partner who will work cooperatively and collaboratively with the College throughout the term of the contract to provide and maintain campus multi-function devices that meet or exceed user expectations in terms of functionality, performance, service, and price, including software to track printer fleet usage and costs by location and user.

The College is interested in the most cost-effective solution providing the necessary functionality to meet the needs of the institution, with an emphasis on a solution that provides maximum value through enhanced technology and optimization, superior customer service, streamlined and easy-to-use processes, and low total cost. All proposed devices must meet or exceed the minimum specifications contained in this RFP.

Scope

MCCC is accepting sealed bids for a campus-wide refresh proposal of the entire printing fleet in accordance with the accompanying specifications. The current environment includes 21 multi-function devices (MFD) located in various buildings on main campus and at the Whitman Center. The approximate usage for these devices is 44,000 impressions per month (41,000 B/W / 3,000 Color) with a detailed breakdown included in TAB - Exhibit B.

The current Managed Print Services (MPS) program includes a mix of MCCC owned legacy devices and vendor supplied desktop MFDs and printers. The College currently has 58 networked printers on campus located in various buildings. The approximate usage for these devices is 20,000 impressions per month (13,000 B/W / 7,000 Color) with a detailed breakdown included in TAB - Exhibit C.

The proposal must include a per click rate as applicable per device that includes break-fix services, preventative maintenance, moves, adds, and changes as requested by the College, and all consumable supplies, except paper and staples. The College has the expectation that all consumables and replacement parts, with the exception of toner and waste toner containers only, will be the responsibility of the vendor to stock and have available during service calls to reduce device down-time.

By utilizing the provided printing statistics, the proposal should include an analysis of device usage on campus and areas of recommended potential consolidation.

Refreshing the printers located throughout campus, the College has the following expectations of a new agreement including:

- Low overall cost per click cost for B/W and Color prints
- A single monthly invoice that includes a report with clearly stated charges detailing all usage by device
- Acquisition of feature-rich machines with advanced technology
- Standardization of devices on campus

- Scalability – matching machines to demand
- Flexibility – the ability to relocate or change machines as demand changes
- Ongoing, effective and accessible technical support and training of MCCC employees to meet the changing needs of the College
- Networked devices that integrate seamlessly and provide full functionality on multiple platforms
- Documented Service Level Agreement that includes guaranteed response time for troubleshooting/device uptime/replacement and a documented method of issuing credit back to MCCC should these guarantees not be met
- Inventory of toners provided by the vendor to have on-campus as backup

The successful vendor is expected to replace the entire printing fleet on campus with a combination of multi-function devices/network printers of appropriate capacity for each location.

The systems and equipment included in this agreement must be scalable, with the ability to expandable/contractible if needs change. The College 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 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 notifying the College of all security vulnerabilities as the manufacturer discloses them and for working with the College's Information Technologies staff to remedy them. The vendor is also responsible for securely erasing all of the data stored on any media storage device that is a part of any equipment installed on campus under the terms of this agreement. Solutions to security issues, including the removal of any data on any media storage device installed as a part of this agreement, must meet the full approval of MCCC Information Technology team.

The College encourages building partnerships and requires the identification of the team or vendor resource assigned to MCCC for the term of the agreement. The assignee is expected to be fully trained and have full knowledge of the proposed equipment/technology and will be responsible for all first-level communications with the College. The assignee will be empowered by the vendor to escalate problems and issues to appropriate parties within the company. In the

event that the contact is unable to resolve a problem and/or issue, the College reserves the right to escalate the problem and/or issue as appropriate. The vendor is required to provide a brief profile of the primary contact that will be managing the account as well as names and contact information of appropriate corporate leadership (division and regional managers of sales and service).

Term of Contract

Any contract which results from the RFP shall be for a period determined by the College based on the submitted proposal. Paper and staples will be the responsibility of the College. Pricing must be fixed for the term of the contract.

Any additional devices determined to be necessary for optimization of the MCCC printing fleet during the contract term will be incorporated into the contract and coterminous to the current lease or MPS schedule.

Requirements for the Proposal Submission

Pricing Proposal and Requirements

The attached Pricing Proposal Sheet should be completed for the following list:

- Provide 36 and 48 month FMV lease proposals for multi-functional digital devices (copy, print, and scan) that meet or exceed the minimum functional specifications described in TAB - Exhibit A.
- Provide a per impression proposal for the following:
 - Leased Black/White MFP - B/W impressions
 - Leased Color MFP - B/W impressions and Color impressions
- Provide a per impression MPS proposal for the following:
 - MPS Black/White Network Printers - B/W impressions
 - MPS Color Network Printers - B/W impressions and Color impressions
- Impression pricing, to be fixed for the term of the contract, includes maintenance for all devices and all consumables except paper.

- Select vendors may be requested to provide test device(s) for a minimum of a two-week period at the request of College to use at its discretion to appropriately determine compatibility to the network and environment.
- All equipment delivered under this agreement shall be newly manufactured.
- Vendors are required to provide information in regard to any available recycling program including, but not limited to, toner cartridges, drums, etc. The program shall be implemented and managed by the vendor.
- Awarded vendor will be responsible for ensuring that current on-campus printing devices are returned based on current lease specifications.
- At the College's request, the vendor shall be responsible and state any costs associated with de-installation and haul away of equipment at the end of the lease, with the exception for the destruction or erasure of data contained on copier hard-drives which will be the responsibility of Information Technologies
- Include all necessary PaperCut licenses, or equivalent software, to be incorporated into the overall cost proposal.
- Provide MCCC contacts with vendor portal access for device specific meter read and consumable status review

Technical Specifications

- Printing devices proposed must meet or exceed the minimal technical specifications described below:
 - Must have the capability of holding prints jobs until proper PIN, password, user ID and/or swipe card is entered and/or secure mailbox is accessed by the user
 - Must be able to integrate with PaperCut Software currently utilized by the College, or equivalent software
 - Must have the capability of automated reporting of meter reads of multi-function devices and all network printers included in the MPS program
 - Must have the capability of automated reporting of consumable status and timely replenishment
 - Must be capable of scanning with the following specifications:

- direct to one or more email addresses based on card swipe as determined by the institution
 - black/white and color
 - format must be an industry standard (e.g., PDF)
 - two-sided copying/scanning
 - automatic feeder tray of at least 50 sheets
- Must be capable of three-hole punching as specified in Exhibit A
 - Must be capable of sorting/collating
 - Must be capable of reducing or enlarging
 - Must be capable of handling 8 ½ X 11, 8 ½ X 14 and 11 X 17 paper sizes
 - Must be capable of duplex printing

Provide detailed equipment specification information on all equipment being proposed, including the manufacturer's best estimate of the product life cycle

Service Level Agreement

Clearly and succinctly describe the scope of services to be provided. Detail maintenance services such as service levels, response times, number of technicians serving this area and problem reporting methodologies.

- Provide Help Desk Hours of Operation
- Provide maintenance, repair, and support for all organization printing devices as part of the per click program costs. Awarded vendor to commit to a two (2) hour call back timeframe for issue acknowledgement, twenty-four (24) hour on-site response time to a service call, forty-eight (48) hour repair or replacement from initial call, and an overall 99% fleet uptime rate month over month. All services and fees to be included in per click rates billed monthly.
- Establish an initial inventory of OEM toners and waste toner containers to be kept onsite at MCCC for distribution and replacement through the auto replenishment program

- Establish a bi-annual preventative maintenance schedule for the updating of firmware, scheduled end of life printer component replacements, and manufacturer recalls for any devices
- Conduct quarterly meetings to report usage and service call history per device:
 - Device Utilization
 - Average Time to Restore: (Average Service Response Time + Average Repair Time) - by device and issue
 - Resulting credits due to missed guaranteed response/uptime
 - Proactive suggestions of program improvements
- Meet quarterly to discuss contractor performance, end-user satisfaction, and emerging technologies
- Relocation of device(s) after initial implementation, as necessary for optimization purposes, at no charge to the College.
- For services not specifically requested, but for which the Vendor charges fees, or where a different level of service is proposed, the Vendor shall provide a description of the service and the proposed fee structure. It is the vendor's responsibility to insert those items in a clear and understandable format.

Proposed Schedule of Implementation, including installation and training

- Describe a coordinated conversion plan to ensure a smooth transition from the current provider. Discuss the implementation effort and lead time that would be required to establish the services requested in this RFP. Include the detailed steps involved and proposed schedule for meeting each step.
- An anticipated installation and training schedule. The successful Vendor will include develop a complete and comprehensive statement of work (SOW) detailing installation and training dates.

Training

- At no additional charge, provide initial on-site training with the commencement of a lease agreement, as well as ongoing training during the term of the contract as needed for campus users.

Billing

- Provide the College a monthly electronic summary billing, in an acceptable format, in arrears to include monthly MFD and networked device usage costs, as applicable. A sample invoice should be included with your response.
- Awarded vendor to work with the College's IT Dept. to ensure all monthly meter reads for MFD and networked devices included in MPS program are reported to vendor for billing purposes as well as establishing an automated consumables replenishment program via the same means. All consumables, excluding paper and staples, should be included in the per click rates billed monthly.
- The College is exempt from all state sales tax. A Tax Exemption certificate will be furnished.

Bid Schedule

Publication of Request for Proposal: 5/27/2025

Vendor Questions Due: 6/4/2025 EOB

Response to Vendor Questions: 6/6/2025 by 10:00am EST

Mandatory Campus Walk-through: 6/10/2025 at 10:00am EST

(Park in Lot 4 - Meet tour guide(s) at the east entrance of Warrick Student Services building)

Due Date for Bid Response: 6/19/2025 at 2:00pm EST

Proposals should fully address all components of the Requirements for the Submitted Proposal section to satisfy the requirements of this request. Emphasis should be placed on completeness.

The College reserves the right to remove any individual service contained in the RFP if, based on analysis, the fees for providing such service are excessive or if the service proposed can be performed in an alternative manner.

Instructions for RFP Submission

Bids must be made in accordance with the instructions contained herein. Any questions concerning this bid may be directed to the following contacts:

For technical questions contact: Tom Scheer, 734-384-4163, tscheer@monroeccc.edu

For bid questions contact: Kelly Heinzerling, 734-384-4275, kheinzerling@monroeccc.edu

Vendors may submit bid responses by **6/19/2025 at 2:00pm EST** in any of the following ways:

One (1) electronic (flash drive/memory stick) mailed to the above address

One (1) original copy of the proposal mailed to the above address

Electronic submission to mcccrfpbid@monroeccc.edu

Bids will be accepted by:

Monroe County Community College

1555 S. Raisinville Rd.

Monroe, MI 48161

Attn: Kelly Heinzerling – “Campus-Wide Print Solution Refresh”

Bids will be received and publicly read aloud in Room S-153 of the Student Services Center Building S, Monroe County Community College, 1555 S. Raisinville Rd., Monroe, MI 48161, on **6/19/2025 at 2:00pm EST**

Bids received after **6/19/2025 at 2:00pm EST** will not be accepted and will be returned unopened.

Notice of award will be communicated via email.

The College reserves the right to reject any or all bids and to make selections which are in the best interest of the College.

Vendor Questions

No negotiations, decisions, or actions shall be executed by any Vendor as the result of any oral discussions with any MCCC employee. MCCC shall only consider communications from Vendors that are submitted in writing via emailed to kheinzerling@monroeccc.edu. Answers to Vendor inquiries will be made in writing as an addendum on the date specified in the Bid Schedule section of the RFP.

Addendum

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, Monroe County Community College will email addenda and post any changes to its website <https://www.monroeccc.edu/rfp>.

Proprietary Information

Vendor should be aware that the contents of all submitted proposals are subject to the Freedom of Information Act.

Signature on Bids

The College requires the signature on bid documents to be that of an authorized representative of said company. Each Vendor, by making her/his bid, represents that she/he has read and understands the bidding documents and that these instructions are a part of the RFP specifications.

Award Criteria

Award will be based on the lowest and best (most advantageous to the College) as determined by consideration of:

1. Price offered
2. Quality of item offered
3. General reputation and performance capabilities of the Vendor
4. Conformity with specifications herein
5. Delivery schedule
6. Location and availability of service and repair facilities and personnel
7. Suitability for intended use

Proposal Validity

Proposals should be considered valid for at least 180 days from the proposal submission deadline or as mutually agreed between the parties.

Familial Disclosure

All Vendors must provide disclosure in compliance with MCL 380.1267 and attach this information to the bid.

Confidentiality

The contractor shall keep the information related to all contracts and subcontracts in strict confidence. Other than the reports submitted to the College, the contractor shall not publish, reproduce or otherwise divulge such information in whole, or in part, in any manner or form, or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information, to those employees on staff who must have the information on a "need- to-know" basis, and the contractor agrees to immediately notify the College, in writing, in the event it is determined, or there is reason to suspect, a breach of confidence has occurred. Execution of a confidentiality agreement will be required of the successful contractor.

Iran Economic Sanctions Act Compliance

All Vendors must provide a sworn and notarized statement in compliance with Iran Economic Sanctions Act, Michigan Public Act No. 517 of 2012.

Insurance

Monroe County Community College, as a governmental agency, is without authority to defend/indemnify a private party. Statutory and common law theories and principles of indemnification, contribution, and equitable restitution shall govern and apply to claims, actions, causes of action, costs, expenses and losses (including attorneys' fees) resulting from or caused by the actions or omissions of the parties or their employees pursuant to this Agreement.

Insurance must be provided by the operator in the following specified amounts:

Workmen's Compensation and Employer's Liability Insurance affording protection under the Workmen's Compensation Law of the States in which the work is performed; and

1. Employer's Liability protection subject to a minimum limit of \$100,000.
2. Comprehensive General Liability Insurance in amounts not less than:
 - Personal Injury: \$1,000,000 per person (including bodily injury) \$1,000,000 per occurrence
 - Property Damage: \$1,000,000 per occurrence
3. Comprehensive Automobile Liability Insurance in the following minimum amounts:
 - Bodily Injury \$1,000,000 per person \$1,000,000 per occurrence
 - Property Damage \$1,000,000 per occurrence

The College shall not be responsible for any cost incurred by the Vendor in the preparation of this proposal. Any Vendor who expends time or money prior to award, does so at its own risk and expense. The Vendor understands that, if selected, MCCC reserves the right to provide its opinion publicly and privately regarding the Vendor's performance.

The College reserves the right to accept, reject, modify, or negotiate any and all proposals received in conjunction with the request for proposal. It reserves the right waive any defect or informality in the proposals on the basis of what it considers to be in its best interests. Any proposal which the College determines to be incomplete, conditional, obscure, or has irregularities may be rejected.

This request for proposal (RFP) in no manner obligates the College to the eventual purchase of any products or services described, implied, or which may be proposed until confirmed by a written agreement, and may be terminated by the College without penalty or obligation at any time prior to the signing of an agreement or purchase order.

This request for proposal (RFP) creates no obligation on the part of the College to award a contract. Monroe County Community College reserves the right to reject any or all proposals or to cancel this Request for Proposal in whole or part at any time.

VENDOR ACKNOWLEDGEMENT and PRICING PROPOSAL:

I/We have read, understand, and acknowledge all bidding requirements included in the Campus-Wide Print Solution Refresh RFP for Monroe County Community College and submit the following proposal for consideration:

Date: _____

- FMV lease proposals for multi-functional devices (copy, print, and scan) that meet or exceed the minimum functional specifications described in Exhibit A and the RFP.
 - Proposed Machines – Provide detail in separate document
 - Manufacturer / Model / Speed / Location / 36 Month Lease Proposal
 - Manufacturer / Model / Speed / Location / 48 Month Lease Proposal
- Provide a per impression proposal for the following:
 - Leased Black/White MFP - B/W per click cost _____
 - Leased Color MFP - B/W and Color per click cost _____
- Provide a per impression MPS proposal for the following:
 - MPS Black/White Network Printers - B/W per click cost _____
 - MPS Color Network Printers - B/W and Color per click cost _____

Representative Name (please print): _____

Representative Signature: _____

Company Name: _____

Phone Number: _____

Email Address _____

CERTIFICATION OF COMPLIANCE
IRAN ECONOMIC SANCTIONS ACT Michigan Public Act No. 517 of 2012

The undersigned, the owner, or authorized officer of the below-named company (the “Company”), pursuant to the compliance certification requirement provided in the Monroe County Community College’s Request For Proposal (the “RFP”), hereby certifies, represents, and warrants that the Company (which includes its officers, directors and employees) is not an “Iran Linked Business” within the meaning of the Iran Economic Sanctions Act, Michigan Public Act No. 517 of 2012 (the “Act”), and that in the event the Company is awarded a contract by the Monroe County Community College as a result of the aforementioned RFP, the Company is not and will not become an “Iran Linked Business” at any time during the course of performing any services under the contract.

The Company further acknowledges that any person who is found to have submitted a false certification is responsible for a civil penalty of not more than \$250,000.00 or two (2) times the amount of the contract or proposed contract for which the false certification was made, whichever is greater, the cost of the Monroe County Community College’s investigation, and reasonable attorney fees, in addition to the fine. Moreover, any person who submitted a false certification shall be ineligible to bid on a request for proposal for three (3) years from the date the it is determined that the person has submitted the false certification.

Name of Company: _____

Name and Title of Authorized Representative: _____

Signature: _____

Date: _____

Familial Relationship Disclosure Statement

As required by Public Act 232 of 2005, all bids shall be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the owner or any employee of the bidder and any member of the Monroe County Community College System or any member of the Monroe County Community College System Board of Trustees. Monroe County Community College shall not accept a bid that does not include this sworn and notarized disclosure statement.

The undersigned, the owner or authorized officer of _____
(the "Bidder"), pursuant to the familial disclosure requirements, hereby represent and warrant, except as provided below, that no familial relationship exist between the owner(s) or any employee of the company and any member of the Monroe County Community College System or any member of the Monroe County Community College System Board of Trustees. If such a relationship exists, please explain:

Attach additional pages if necessary

By: _____ (Bidder Signature)

Title: _____ (type or print)

Date: _____

Subscribed and Sworn to Before Me:

This _____ day of _____, 20____ A.D., in and for the

County of _____, Michigan.

My Commission expires _____.

Signature of Notary