

Shaler Area School District
1800 Mount Royal Blvd.
Glenshaw, PA 15116

Request for Proposal (RFP) for Printing, Copying, and Maintenance Services

TO: Copier solutions vendors and manufacturers
FROM: Dr. Bryan E. O'Black, Superintendent
Jennifer Tressler, Director of Business Affairs
Mitch Stivason, Director of Technology
SUBJECT: Request for Proposal for Printing, Copying, and Maintenance Services
DATE: **March 11, 2025**

The Shaler Area School District is accepting RFP's for printing, copying, and the associated maintenance of the devices that will occupy the offices and communal printing spaces located throughout the district's nine buildings. The district will award a five-year contract to a single provider for all requested devices and services. On average the district produces approximately **365,600 impressions** per month or **4,387,200 impressions** per year.

All proposals should include new (non-refurbished) equipment, that will be network connected, centrally managed, and include the enclosed specifications. The start of the proposed five-year agreement should begin July 1, 2025 and last through June 30, 2030.

The deadline to submit proposals is Monday, **March 31, 2025**. A checklist of required documents is included in this packet. Please ensure all requested information is included in your proposal. Questions or inquiries to this RFP should be e-mailed to Mitch Stivason, Director of Technology at: stivasonm@shalerarea.org

NOTE: Vendors requesting an RFP and / or submitting a bid must provide their e-mail address to Jennifer Tressler and Mitch Stivason at: tresslerj@shalerarea.org stivasonm@shalerarea.org. An e-mail group will be created and utilized for the purposes of answering questions, changes, and clarifications for all RFP related issues.

Proposal Instructions

The School Board of Directors of the Shaler Area School District requests proposals for the following specifications for printing, copying, and maintenance services subject to the following conditions:

1. DUE DATE

Proposals will be received until **9:00 AM**, Prevailing time, **March 31, 2025**, at the District Administrative Office, 1800 Mt. Royal Blvd, Glenshaw, PA 15116. All proposals are to be valid through July 30, 2025.

2. PROPOSAL IDENTIFICATION

All proposals should be submitted in a sealed envelope marked, **“PROPOSAL FOR COPYING SERVICES – Attn: Jennifer Tressler, Director of Business Affairs.”** The vendor name must be clearly marked on the envelope.

3. PROPOSAL ENCLOSURES

See enclosed checklist for all information that needs to be included in your proposal. The required RFP must be submitted electronically in PDF format via USB flash drive or submitted through our secure dropbox (details below) and printed with your on-time proposal. Any change in the wording of the proposal forms could be cause for disqualification of the vendor’s proposal. Vendors must also include complete device specifications. In addition, all costs must be identified in the spreadsheet provided. Shaler Area School District will not be responsible for any costs not identified in the spreadsheet.

4. VENDOR COMPLETION

Vendor should complete the accompanying Excel file. The file contains two sheets that should be completed and added to your RFP proposal. The easiest method would be to print, sign, and scan all documents into one PDF or combine into one Zip file.

5. SIGNATURE

An authorized representative of the vendor must initial the acknowledgement sections and sign the RFP signature page signifying agreement to all terms and conditions in the RFP.

6. SECURE DROPBOX SUBMISSION

Instead of including a USB drive with your printed RFP proposal, vendors can submit their digital copy via our secure dropbox. The vendor should create one combined PDF file or one compressed zip file containing all documents, and upload to our dropbox.

The zip file should be labeled with the Vendors Name as part of the file name. Please use this link or copy and paste the URL: <https://bit.ly/2025CopierRFP>

7. PRICE – NO ESCALATION CLAUSE

Prices quoted herein shall not be withdrawn within 90 days after the date of the opening of the proposals. Proposals submitted with an escalation clause will not be considered. Proposals submitted for less than 90 days will not be considered.

8. AWARD OF CONTRACT AND BOARD RESERVATIONS

The recommended proposal will be presented at the **April 9, 2025**, School Board of Directors’ meeting for approval. The School Board of Directors reserves the right to accept or reject any or all proposals, or parts thereof, or items therein. The School Board of Directors reserves the right to waive any or all technicalities or informalities in bidding. The District would prefer to work directly with a manufacturer or their recommended regional re-seller. The District will not accept more than one brand of equipment in the fulfillment of this proposal. The School District reserves the right to award the contract not based solely on the vendor with the lowest cost but based upon an offer which, in the School District’s opinion, best fulfills or exceeds the requirements of the RFP and is deemed to be in the best interests of the School District. In addition, it will be assumed that each vendor has submitted their lowest responsible bid.

9. CERTIFICATION

By submitting a proposal for the copiers with the associated service and supplies specified in the proposal, the vendor certifies that they are the original manufacturer service center (or authorized by the manufacturer) to sell and service the items specified.

The vendor further certifies that they have, in their employment, manufacturer’s factory-trained technicians with certification that qualifies them to service the equipment being proposed, and that they will maintain an adequate store of manufacturer only factory-authorized repair parts and supplies for the equipment being proposed.

10. TERM OF CONTRACT AND PARTIES INVOLVED

The School District intends to enter a five-year contract (60 months) for the use, supplies, and maintenance of the copiers. It is the desire of the District to realize cost efficiencies by keeping our copiers with one manufacturer, the goal being to select one manufacturer for this bid. The contract will be between the Shaler Area School District and the vendor awarded the contract. There shall be NO third-party service/maintenance involved in this contract. If a vendor is unable to maintain their

service status for the duration of this contract, then the District shall have the right to cancel the maintenance portion of the contract, paying for service and maintenance to the date of cancellation without regard to any statement to the contrary in the lease agreement.

Shaler Area School District will not be required to send end-of-lease options. There will be no automatic renewal and contract will automatically be month-to-month under the same terms and conditions of the 60-month contract if the School District elects this option. In addition, all equipment delivery, setup, and installation at the beginning, during, and end of the lease will be the financial responsibility of the vendor. Any moving of equipment from building to building or within the building during the contract will be the responsibility of the vendor to meet the current needs. Vendor will be responsible for all shipping/delivery charges at beginning and at end of lease.

11. INCLUSIONS IN PROPOSAL

Vendor is to calculate the total cost for the District to use the various copy machines for the accepted contract period. The contract period will be July 1, 2025, through June 30, 2030, for the 60-month contract.

The cost should remain fixed throughout the term of the agreement for both the Lease and the Service and Supply Contract. If not possible, the vendor must specify the increases annually or demonstrate the cost increase annually as “not to exceed”.

Service and Supply costs include: equipment, ink/toner, staples, developer, fusers, finishers, etc., all maintenance items, repair, preventive maintenance, emergency repair, equipment delivery, installation, all network connectivity and support (both initial and ongoing), software / firmware updates, customer training (both initial and ongoing), stands, and any and all other costs except paper.

All service parts, maintenance kits, supply kits, replacement kits, etc., must be installed by the vendor’s Field Service Technicians. The Shaler Area School District will not accept any form of service parts, maintenance kits, supply kits, replacement kits, etc., to be installed by Shaler Area District employees. The vendor must employ in their organization Certified SE and TSE (Solutions and Technical Solutions Engineers). The vendor must also provide organization- employed, manufacturer-trained instructors to conduct all initial and ongoing training to District employees. District employees can install replacement toner/ink and staples.

It is important to note that costs must also include initial training upon installation and ongoing end-user training. In addition, training for new users must be provided

periodically at no cost to the School District.

12. REQUISITE CAPABILITIES OF BIDDING EQUIPMENT

- a. All features must be supported in MAC OS 13 and up, Windows 10 and up, and Windows Server 2019 and up.
- b. The proposed solution must support pull printing capabilities where users will print to a standardized or global queue and select which printer to print from by swiping a RFID badge or physically logging in to a copier and selecting their print job(s).
- c. All designated copiers must include the following features: stapling, 3-hole punching, scanning, and duplexing.
- d. Copiers must be able to scan to e-mail for all staff using a Microsoft Office 365 Outlook e-mail address.
- e. Copiers should have at least one, but preferably two, high-capacity paper trays capable of holding 1500+ pages per tray.
- f. Copiers designated for offices must:
 - i. Be able to fax, including print to fax.
 - ii. Be able to print on standard size mailing envelopes.
 - iii. Have a paper tray capable of holding standard mailing envelopes or a similar envelope tray solution.
 - iv. Print on legal size paper
- g. Machine Access / Driver Options:
 - i. Access copier and printer functions using a PIN code.
 - ii. Access copier and printer functions using network authentication based on Active Directory and Google Directory accounts.
 - iii. Access copier and printer functions using an RFID badge to authenticate user. **Card readers must be compatible with badges currently used by district employees.**
- h. Print queue must be able to be defaulted to locked or held print mode.
- i. After logging in to a copier, the display must show all user's locked/held print jobs; the user must then be able to print or delete jobs as needed at the copier.
- j. Locked print jobs left in a queue for more than four hours, must be automatically removed from the queue.
- k. The global queue should be able to handle several print jobs from each staff member without performance issues.
- l. Documents stored on the MFP device must be encrypted to the extent that information cannot be compromised if the hard drive is stolen.
- m. Hard Disk Drive Data Overwrite Security must be enabled on all systems such that no trace of completed or removed print jobs will remain in memory or on the hard disk of the MFP.

- n. The district requires a centralized management and reporting suite that will incorporate but not limited to the following needs:
 - i. Reporting of device stats including number of impressions, scans, faxes.
 - ii. Record of repair and maintenance history.
 - iii. Reporting of per user interactions including impressions, scans, and faxes.
 - iv. Management of users, PINS, accounts, and credentials.
 - v. Accounts should integrate and update with Microsoft Active Directory.
 - vi. Web interface to access the central management tool.
 - vii. Ability to change and set driver and machine default settings independently of each other.
 - viii. Should include a monitoring page where all District devices with errors and issues can viewed.
 - ix. Based on device location, send e-mail alerts to District employees when an error or issue is reported.
 - x. The central management suite must be able to run without performance issues on a virtual machine consisting of the following hardware. If a more robust system is required, the RFP should include the cost of a to-spec-server:
 - 1. 4-6 CPU Cores
 - 2. 8-12GB RAM
 - 3. 500GB-1TB of HDD space
 - 4. 1GB network connection
 - 5. Windows Server 2022
- o. Each MFP must be able to access the District address book in addition to having its own address book for emailing and faxing.
- p. Scan requirements:
 - i. 100-300 dpi minimum 100-600+ preferred
 - ii. Scan to PDF, JPEG, TIFF, or PNG in color and/or monochrome
 - iii. Default must be set to PDF
 - iv. Must be able to scan to e-mail, scan to network location, and scan to connected USB drive
- q. Networking and Network Printing: Vendors will be responsible for working with the district technical staff to load network print drivers, configure network printing and user management to facilitate the optimum use of these copiers on the district computer network. In addition, the proposal shall include all network connectivity hardware and software. The District will NOT be responsible for the cost of any connectivity hardware or software that is inadvertently omitted from the proposal. It is assumed all copiers will be on the District Local Area Network. The vendor will ultimately be responsible to ensure that all devices are installed and fully functioning to the district's satisfaction.

13. COPY USE REPORTING / PAPER CONSUMPTION REPORTING

Shaler Area School District is interested in tracking the use of the copiers by district staff and others. We also understand that tracking copies by user depends on some of the capabilities that were outlined Condition 10 above. With that in mind, the vendor must provide copy accounting that would report, within selected time periods:

- a. Copies per user per machine and aggregated across the district. Aggregate accounting should also provide some mechanism for limiting or blocking the use of the copiers when predefined limits have been reached as well as notifying responsible parties that the preset copy volume has been exceeded.
- b. Copies per machine, then aggregated across the district or as selected.

14. INDEPENDENT SPECIFICATION ANALYSES

To allow for proper evaluation of its proposed copiers, vendors must submit equipment specifications for each proposed equipment model as provided by an independent analyst, such as BLI (Buyer's Lab Inc.), BERTL or Dataquest, as well as manufacturer's brochures. The School District will make the final decision as to whether or not a vendor's equipment meets specifications.

15. RELIABILITY/PERFORMANCE GUARANTEE

Vendor will be required to provide an "Accountability Guarantee" for replacement of unreliable equipment at no cost to the School District. This written guarantee should be included with the RFP documents forms. **This specification should include the number of service calls in a given time that will qualify a machine for replacement consideration.**

16. EQUIPMENT CLASSIFICATION REQUIREMENTS

All equipment proposed on this contract must be new equipment. The School District will not accept equipment that is classified as "demonstrator," remanufactured, refurbished, rejuvenated, restored, updated or like new.

17. ANNUAL VOLUME RECONCILIATION

The School District does not want to pay quarterly overages. Rather, overages will be paid on an annual basis to be included with the final invoice of the year.

18. DELIVERY, INSTALLATION, AND TRAINING

All equipment shall be delivered, installed, and operational in the building locations by July 30, 2025. On-premises training for key users will be included in the proposal cost. Detailed end-user training should take place during the period shortly after installation. Vendors should train key users initially, e.g. building secretaries and copy center operators. An example of an implementation and training schedule is required in each vendor's RFP response. Vendor must be able to provide on-site, hands on, and web

based/hosted training.

19. EQUIPMENT PERFORMANCE REPORTS

The School District requires a quarterly service report, every three (3) months, for each copier. They should be sent to the Administrative Office electronically. For each unit, the report should minimally include the following information – monthly volume, average copies between service calls, number of service calls, response time, trend tracking and financial tracking, customizable reports with graphs, charts and any other information that will assist the School District in further assessments of its MFPs / printers for TCO (Total Cost of Ownership) program effectiveness. A sample performance report is to be included in the vendor's RFP response.

20. REPAIR SERVICE REQUIREMENTS

Certified, factory-trained personnel must perform all maintenance. Average time between service call and service technician arrival must be no greater than four (4) hours. Equipment must be repaired within one (1) day. The vendor shall provide a toll-free contact number and/or online submission for users to place service calls. If equipment is non-operational for more than two business days, the vendor will supply a loaner at no cost to the School District. Service and supply calls are to be made via phone, web or e-mail with an assigned confirmation number per call.

21. PICK UP OF COPY EQUIPMENT

The School District will not pay for pickup and delivery charges at the end of the contract. Any costs are to be paid by the vendor. The School District will not accept a renewal clause. The School District will not need to give any notice of intention prior to termination of agreement. The School District will have the option to have removed or keep any or all copiers at the end of the agreement once the lease end obligations have been met. In addition, the School District may elect a month-to-month arrangement at the end of the 60-month contract, under the same terms and conditions of the original contract.

22. REFERENCES

The vendor shall provide at least three (3) educational/professional references from current clients with a minimum of 20 network connected digital MFP systems with all the additional document management solutions in place as described in these bid specifications. Vendor will be required to include these with the RFP response. This information should include the name of the organization, length of relationship, contact name and telephone number. The District may require a site visit to one of these locations to confirm usage and effectiveness of document management systems and solutions.

23. PICK UP OF EXISTING EQUIPMENT

If still in place, the vendor will be responsible for the removal of existing copiers from the district and may recycle, refurbish, or reuse however they see fit. Existing copiers shall not be removed until new copiers have been installed, tested, and verified operational.

24. COPIER CAPABILITIES AND FEATURES

Unless otherwise agreed upon by the District, all copiers must match, at a minimum, the present feature set of our current machines, i.e. number of trays, finishers, amount of paper storage, etc. In addition, all proposed copiers must meet the estimated volume needs per unit.

25. PHYSICAL LOCATIONS

The vendor is responsible for determining whether recommended copier configuration is compatible with the environment space constraints. All bid equipment must fit in the space available.

26. NON-COLLUSION AFFIDAVIT

Vendors will be required to agree to and sign the included non-collusion affidavit.

INSTRUCTIONS FOR NON-COLLUSION AFFIDAVIT

1. This Non-Collusion Affidavit is material to any contract awarded pursuant to this bid. According to the Pennsylvania Antibid-Rigging Act, 73 P.S. 1611 et seq., governmental agencies may require Non-Collusion Affidavits to be submitted together with bids.
2. This Non-Collusion Affidavit must be executed by the member, officer or employee of the bidder who makes the final decision on prices and the amount quoted in the bid.
3. Bid rigging and other efforts to restrain competition, and the making of false sworn statements in connection with the submission of bids are unlawful and may be subject to criminal prosecution. The person who signs the Affidavit should examine it carefully before signing and assure himself or herself that each statement is true and accurate, making diligent inquiry, as necessary, of all other persons employed by or associated with the bidder with responsibilities for the preparation, approval or submission of the bid.
4. In the case of a bid submitted by a joint venture, each party to the venture must be identified in the bid documents, and an Affidavit must be submitted separately on behalf of each party.
5. The term "complementary bid" as used in the Affidavit has the meaning commonly associated with the term in the bidding process, and includes the knowing submission of bids higher than the bid of another firm, any intentionally high or noncompetitive bid, and any other form of bid submitted for the purpose of giving a false appearance of competition.
6. Failure to file an Affidavit in compliance with these instructions will result in disqualification of the bid.



SHALER AREA SCHOOL DISTRICT

1800 Mt. Royal Boulevard
Glenshaw, PA. 15116
412-492-1200
412-492-1236 Fax

NON-COLLUSION AFFIDAVIT

State of _____ County of _____

I state that I am _____ (Name and Title)
of _____ (Name of Firm) and that I am authorized to make this affidavit on behalf of my firm,
and its owners, directors, and officers. I am the person responsible in my firm for the price(s) and the amount of this bid.

I state that:

1. The price(s) and amount of this bid have been arrived at independently and without consultation, communication or agreement with any other contractor, bidder or potential bidder.
2. Neither the price(s) nor the amount of this bid, and neither the approximate price(s) nor the approximate amount of this bid, have been disclosed to any other firm or person who is a bidder or potential bidder, and they will not be disclosed before bid opening.
3. No attempt has been made or will be made to induce any firm or person to refrain from bidding on this contract, or to submit a bid higher than this bid, or to submit any intentionally high or noncompetitive bid or other form of complementary bid.
4. The bid of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive bid.
5. _____ (Name of Firm), its affiliates, subsidiaries, officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

I state that _____ (Name of firm) understands and acknowledges that the above representative are material and important, and will be relied on by Shaler Area School District in awarding the contract(s) for which this bid is submitted. I understand and my firm understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from Shaler Area School District of the true facts relating to the submission of bids for this contract.

Name and Company Position

SWORN TO AND SUBSCRIBED
BEFORE ME THE ____ DAY
OF _____, 20 ____

Notary Public

My commission expires