

**Ballard Community School**  
 509 N Main Ave  
 Huxley, Iowa 50124

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

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 4-year agreement should begin July 1<sup>st</sup>, 2025 and last through June 30<sup>th</sup>, 2029.

Please ensure all requested information is included in your proposal.

**Timeline of Events:**

<b>Activity</b>	<b>Description</b>	<b>Date/Time</b>
RFP Solicitation	District emails RFP to vendors	2/3/2025
Submit RFP Questions	Questions must be sent via email and no questions will be answered after the due dates	2/10/2025
Respond to vendor questions	District emails RFP questions to vendors	Within three business days. Questions and answers will be updated on the district website on the Business/Finance page.
Submit proposal	Vendor must submit proposal electronically to the contact listed below	3/7/2025
Recommendation of finalist to Director of Business Services	District will recommend MPS vendor to Board of Education for review and approval.	4/14/2025
Notification of Contract Award to finalist	District notifies awarded vendor and all participating vendors of award result	4/16/2025
Execute contract (selected finalist)	District to coordinate with selected vendor	4/18/2025
Implement solution (selected finalist)	Purchasing coordinator to set-up meeting w/selected vendors and technology staff	5/1/2025

**Direct all communications related to this RFP to the contact listed below:**

Contact, Title: Dave McGill  
 Phone Number: 515-597-2811  
 Email: dmccgill@ballard.k12.ia.us

# PROPOSAL INSTRUCTIONS

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The requests proposals for the following specifications for printing, copying, and maintenance services subject to the following conditions:

**1. PROPOSAL ENCLOSURES**

Any change in the wording of the proposal forms could be cause for disqualification of the vendor's proposal. Vendors must also attach complete device specifications.

**2. PROPOSAL REQUEST**

Request for a proposal to replace and maintain copiers with similar functions or better to all current equipment.

**3. PROPOSAL ADJUSTMENTS**

Adjustments to a proposal may be requested once all proposals have been reviewed. An example of a requested adjustment could be, but not limited to, the number of copiers or changes to finisher options.

**4. AUTHORIZED SIGNATURE**

An authorized representative of the vendor must sign the RFP signature page agreeing to all terms and conditions in the RFP.

**5. PRICE**

Prices quoted herein shall not be withdrawn within 90 days after the date of the opening of the proposals.

**6. AWARD OF CONTRACT**

All vendors will be notified of the contract award.

**7. 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 and have been in the print industry for more than five years.

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.

**8. TERM OF CONTRACT AND PARTIES INVOLVED**

Ballard Community School District intends to enter into a 4-year contract (48 months) for these copiers. It is the desire of the Ballard Community School 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 Ballard Community School District and the vendor awarded the contract. There shall be NO third-party service/maintenance involved in this contract. 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 selected. 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. The awarded vendor will be responsible for returning the existing equipment to the leasing companies.

**9. INCLUSIONS IN PROPOSAL**

The contract period will be July 1, 2025, through June 30, 2029, for the 48-month contract. The cost should remain fixed throughout the term of the agreement for both the lease and the service and supply contract.

**10. RELIABILITY/PERFORMANCE GUARANTEE**

Vendors will be required to provide an "Accountability Guarantee" for replacement of unreliable equipment. This written guarantee should be included with the proposal. This specification should include the number of service calls in a given time that will qualify a machine for replacement consideration.

**11. EQUIPMENT CLASSIFICATION REQUIREMENTS**

All equipment proposed on this contract must be new equipment.

**12. DELIVERY, INSTALLATION, AND TRAINING**

All equipment shall be delivered, installed, and operational in the building locations by August 1, 2025.

**13. 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. The vendor shall provide a toll-free contact number for users to place service calls. If equipment is non-operational for more than three business days, the vendor will supply a loaner at no cost. Service and supply calls are to be made via phone, web or e-mail.

**14. PICK UP OF COPY EQUIPMENT**

The awarded vendor will be responsible for pickup and delivery of the equipment at the end of the contract.

**15. REFERENCES**

Vendors shall provide at least three (3) references from similar current clients. Vendors 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.

# EQUIPMENT/SOFTWARE TECHNICAL SPECIFICATIONS

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## 1. General Equipment/Software Requirements

### Breakdown of New Equipment Minimum Requirements

- 55 Page Per Minute B/W Copier – 5 Devices
  - 2x 500 Sheet Paper Trays
  - 1x 2,500 Sheet Paper Tray
  - External 50 Sheet Staple finisher
  - 2/3 Hole Punch
  - Card Reader
  - 120 Volt Power Requirement
  
- 55 Page Per Minute Color Copier – 5 Devices
  - Fax Kit
  - 2x 500 Sheet Paper Trays
  - 1x 2,500 Sheet Paper Tray
  - External 50 Sheet Paper Tray
  - External Saddle Stitch Finisher
    - Must be able to “C” trifold
  - 2/3 Hole Punch
  - Card Reader
  - 120 Volt Power Requirement

### Copiers are to have the following minimum technical specifications:

- a) All copiers are to be newly manufactured with no used or refurbished parts.
- b) All copiers must have the capability to scan documents; .PDF and .TIF formats, color (if color capable) and black and white, with a max resolution 600dpi, and single and duplex capabilities are required.
- c) All copiers must be capable of scanning double-sided documents at 280 imp duplex.
- d) All copiers must have a bypass tray for the purpose of printing on specialized paper, including envelopes. The bypass tray should have a minimum capacity of 50 sheets of standard 8 ½ x 11 copy paper.
- e) All copiers must have an automated document feeder with a minimum capacity of 300 sheets of standard 8½ x 11 copy paper.
- f) All copiers must be capable of printing on 8½ x 11, 8½ x 14 and 11 x 17 paper. Paper sizes can be supported through the use of an adjustable tray.
- g) All copiers must be functional as “walk-up” copiers.
- h) All copiers must be capable of sorting/collating.
- i) Ideally the control panels for all copier models should be the same or have the same “look and feel” between models.

### **Copiers Average monthly Volume**

231,915 B/W

2,800 Color

### **Software Requirements:**

- a) All equipment will need to have the most current version of PaperCut licenses.
- b) All software support needs to be provided in-house.

## **2. Networking Requirements**

- a) All networked copiers are to be installed as multi-function printers on a Windows network. All printers must be able to be installed as a network shareable printer on a Windows 2016 server and above, allowing printing from Windows 10 PC's and laptops.
- b) Ideally, all models of printers will have a unified print driver or print drivers that have a consistent "look and feel" between them.
- c) All copiers must be able to scan documents in color (if color capable) or black and white, .PDF or .TIF format, single or duplexed documents, to an SMB share on a Windows 2016 server. The vendor shall specify the technical requirements for this capability.

## **Supplies and Service**

Service and supply costs include: equipment, toner, developer, fuser, etc., equipment delivery, installation, all network connectivity and support, all maintenance/preventative maintenance, internal help desk, software/firmware updates and customer training (both initial and ongoing).

Proposed price for service and supply will be a cost-per-copy base for all print devices. The pricing should be tiered for printing and copying in black and white or color. Proposed cost per copy price shall be firm and fixed for the duration of the contract. All service parts, maintenance kits, supply kits, replacement kits, etc., must be installed by the vendor's certified service technicians. The vendor must also provide organization-employed, manufacturer-trained instructors to conduct all initial and ongoing training to employees. It is important to note that costs must also include initial training upon installation and ongoing end-user training.

## **1. Maintenance and Installation**

- d) Vendor shall specify the warranty period of the provided equipment.
- e) The warranty period shall begin when the equipment is installed and accepted by the Ballard Community School District.
- f) Any necessary repair or replacement during the warranty period shall be performed at no cost to the Ballard Community School District.
- g) The vendor shall provide in-house help desk support and a toll-free number for placing service calls. Upon placing a service call, the vendor shall respond within one business (1) hour and, if necessary, a service technician shall arrive at within four business (4) hours to begin work. Business hours are defined as 8:00 a.m. through 5:00 p.m., Monday through Friday excluding holidays.
- h) This includes the ability to program mailboxes and other functions online; place service calls and order supplies via the internet; and auto-send maintenance calls.
- i) Any defect in equipment will be remedied within three (3) business days of the placement of the initial service call.
- j) If a defect cannot be remedied by the vendor within three (3) business days, the vendor will provide the Ballard Community School District with a comparable loaner copier, at no charge.

- k) The vendor will guarantee the availability of replacement equipment and parts for the duration of the maintenance agreement.
- l) The vendor will specify any and all installation or delivery fees for the equipment.

## **2. Training**

- a) Vendor will provide training to Ballard Community School District staff at the time of installation at no cost to the Ballard Community School District.
- b) Vendor will provide additional training at no cost to the Ballard Community School District, within reason, due to significant re-staffing or alteration of equipment.

## **Pricing and Terms**

### **1. Lease of Equipment**

- a) Vendors shall provide a 48-month lease on all equipment.
- b) Pricing will be locked-in for the length of the lease and maintenance agreement.
- c) At the end of term, provide an option to purchase any or all equipment at a fair market value.
- d) At the end of term, provide an option to extend the lease and maintenance agreement on a month-by-month basis. The pricing during this extension period shall be the same as the original agreement pricing or negotiated by both parties.

### **2. Maintenance Agreement Pricing**

- e) Concurrent with the length of the lease, the vendor shall provide a maintenance agreement on all equipment.
- f) Maintenance agreement pricing shall include all maintenance, repairs, parts and consumable supplies (excluding staples and paper). If any consumable supplies are not included in the maintenance agreement, vendor shall specify what is excluded and will provide a cost estimate for the excluded supplies.
- g) Shipping costs for any consumable supplies covered by the maintenance agreement shall be included in the maintenance agreement.
- h) Pricing for the maintenance agreement will be a cost-per-copy (including scanned documents, if applicable) charge with no overages.
- i) It is assumed that there will be a pricing difference between color and black and white copies. Any copier provided with the ability to print in color must be able to track the number of color copies separately from black and white copies and thus charges will be generated accordingly.

## **Timeline**

Please provide a timeline for the implementation of the new equipment with your response. This timeline should include the installation of new equipment and the training of Ballard Community School District staff.

## **PROPOSAL RESPONSE**

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The following information is required with your response:

1. Company Overview
2. Vendor Requirements
3. Equipment/Software Recommendation/Pricing
4. Product Literature
5. References
6. Authorized Signature
7. Resources/Support Services
8. Any Additional Information

## **AUTHORIZED SIGNATURE**

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I, the undersigned, hereby certify that I am a duly authorized agent of \_\_\_\_\_ to submit this proposal for consideration and acknowledge that all of the proposal document for Copier and Maintenance Program have been received and agree to the terms contained therein.

VENDOR: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NO.: \_\_\_\_\_ FAX NO.: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

TITLE: \_\_\_\_\_