



**Muskegon Community College
Request for Proposal
Managed Print Services and Print Device Maintenance
PROPOSALS DUE FRIDAY, NOVEMBER 1, 10:00 AM EST**

SECTION I: Summary

1. Request for Proposal

Muskegon Community College (MCC) is seeking and accepting proposals to provide managed print services and print device maintenance for all MCC campuses.

Sealed proposals will be received either by mail or personal delivery until Friday, November 1 **at 10:00 AM EST**. Proposals received after the specified time will not be considered. Proposals shall be sealed and plainly labeled on the outside of the envelope/box with “**Managed Print Services**” along with the name of the firm submitting the proposal. It is the sole responsibility of the proposer to assure that their proposal is received by Muskegon Community College prior to the date and time specified. One (1) original and (5) identical copies should be submitted to the following address:

Muskegon Community College
Attention: Mike Council, Purchasing Manager
Financial Services- Room 1044
221 South Quarterline Road
Muskegon, MI 49442

Electronic copies of proposals may be emailed in lieu of hard copies. Please send to:
mike.council@muskegoncc.edu

2. A **required pre-bid vendor walkthrough** will take place on Thursday October 3, at 10:00 AM. The proposer will have the opportunity to clarify or ask questions about this RFP. The walkthrough will start promptly at 10AM outside room 1044 on the main campus.

NOTICE: Prospective proposers who have received this document from a source other than the Financial Service office should immediately contact the Financial Services office and provide their name and mailing address in order to ensure that amendments to the Request for Proposal or other communications can be sent to them. Any prospective proposer who fails to provide the Issuing Office with this information assumes complete responsibility in the event that they do not receive communications from the Financial Services office prior to the closing date.

3. **Background on Muskegon Community College:**

MCC is a public community college that offers more than 80 associate degree and certificate programs. The college's main campus, located on a 111-acre campus in Muskegon, includes the Hendrik Meijer Library & Information Technology Center, the Bartels-Rode Gymnasium, the Frauenthal Foundation Fine Arts Center with the Overbrook Theater and Art Gallery, the Stevenson Center for Higher Education, the Science Center, the Health and Wellness Center, and the Arts and Humanities Center. MCC also operates extension centers in Ottawa and Newaygo counties, as well as the Sturris Technology Center in downtown Muskegon.

SECTION II Scope of Work

1. **Purpose:**

Muskegon Community College is seeking a Managed Print Services solution to maintain and optimize the current printer fleet environment. The overall goals of the project include the following:

- Increasing and optimizing the efficiency of device use.
- Providing a secure platform for printing sensitive documents
- Increasing green initiatives and providing an eco-friendly print environment
- Implementing a Cloud-based print management environment.

2. **Current Environment:**

Muskegon Community College presently utilizes approximately 110 print devices in labs, classrooms, faculty offices, and administrative departments under a managed print services contract with a vendor. The current lease will conclude in February 2025, at which point the fleet will be owned by MCC.

3. **Scope of Services:**

The Managed Print Services (MPS) will include maintenance and support for Multi-Function Devices (a device that has multiple functions such as copies, faxes, and scans) owned by the College. The awarded vendor shall have the capability to provide a Managed Print Services solution for replacing, consolidating, maintaining, and supporting MCC equipment. The Managed Print Services solution will include:

- A printer fleet assessment, if determined necessary and mutually agreed upon by both parties.
- A Cloud-based Printer Management solution.
- An operational solution to consolidate, maintain and support Multi-Function Devices owned by the College.

3.1. Printer Fleet Assessment Mandatory Requirements

Requirements of the Printer Fleet Assessment, if determined necessary, will include make, model, serial number, hostname (if applicable), IP address, MAC hardware address, monthly black copy count, monthly color copy count, monthly estimated operating costs, location (floor plans), and responsible person/department for all devices at the main campus, Sturuss Technology Center, and Ottawa County Center. A manual, walk-thru assessment is preferred; however, if the use of data collection software is proposed to fulfill any of the above requirements, any terms of use for the software (including privacy policy, terms and conditions, or End User License Agreement (EULA)) must be included in the proposal to be considered.

3.2. Cloud-Based Printer Management Requirements

The institution seeks a comprehensive cloud-based print management solution to replace the current on-campus print server. The proposed solution must meet the following requirements:

Cloud-Based Infrastructure: The print management system must be entirely cloud-based, eliminating the need for an on-campus print server. It should provide seamless support for both wired and wireless devices.

Device Support: The system must offer full compatibility with a variety of devices, including but not limited to:

- Desktops and laptops (Windows, macOS, and Chromebook)
- Smartphones and tablets (iOS and Android)
- College-managed devices as well as private devices brought in by employees and students.

Print Management and Accounting: The solution must include functionality for:

- Print job tracking and accounting for users, and optionally assigned departments
- User-based quotas, limits, and usage reporting

User Authentication and Security: The system must support secure user authentication, specifically through:

- Azure Single Sign-On (SSO) for user authentication
- Controls to prevent printing from off campus
- Secure release of print jobs via authentication at the print station

Comprehensive Maintenance and Support: The vendor must provide ongoing maintenance and support for the cloud-based print management system, ensuring that it remains operational and up to date, including regular security updates and patches.

3.3. Operational Solution Mandatory Requirements

3.3.1. Maintenance

The Solution will include maintenance of all Konica Minolta Multi-Function Devices and HP desktop printers on MCC's campuses. Maintenance services will include, but are not limited to, consumables, parts, and labor listed below. Note: At this time, consumables *will not* include paper.

3.3.1.1. Consumables

- Toner (must be Original Equipment Manufacturer (OEM for all printers on contract)
- Staples
- Drums
- Maintenance Kits
- Other consumable parts

3.3.1.2. Parts

- Fuser units
- Transfer kits
- Waste toner bottles
- Rollers
- Paper guides
- Other miscellaneous parts

3.3.1.3. Labor

- Delivery of consumables and parts
- Installation of consumables and parts
- Disposal of consumables and parts

NOTE: Consumable and Parts– must be delivered within listed SLAs and must be OEM (Original Equipment Manufacturer). In cases of extreme weather, notice must be given to MCC within 2 hours of initial request. Vendor will assume all ownership of consumable inventory and will be responsible to maintain adequate inventory levels.

3.3.2. Support

The Solution will include support of all Multi-Function Devices (Konica Minolta) and printers (HP). Support services will include, but are not limited to:

- 3.3.2.1. Project Management - Vendor will provide a single point of contact for managing the entire printer environment and project
- 3.3.2.2. Break/Fix Services - Vendor will dispatch certified printer technicians to each facility based on agreed upon SLA during regular business hours, 8am - 5pm Monday – Friday.
- 3.3.2.3. Phone and Email Support - Vendor will provide unlimited phone and email support during regular business hours from Monday – Friday 8:00am -5:00pm EST
- 3.3.2.4. Client Facing Web Based Portal - which may include, but is not limited to, the following features:
 - Number of audited devices by month, week, and day
 - Managed vs non-managed devices on network
 - Color vs Mono devices
 - Networked vs Local devices
 - Vendor Service ID and/or Service Tag
 - Manufacturer
 - Model
 - Serial number
 - IP Address
 - Mac Address
 - Location of device (identified during initial audit)
 - Department liaison for device (provided by MCC) I. Identification of restricted devices due to PII
 - Access to reporting capabilities as shown below under the Reporting Capabilities section.
- 3.3.2.5. Client Facing Web Based Portal must be capable of working in both a Macintosh and Windows environment. Vendor must include in their proposal all software terms and conditions (i.e., Privacy Policies, End User Agreements or License Agreements) that are associated with the use of the proposed software
- 3.3.2.6. Client Facing Web Based Portal must include a way to automate distribution of consumables such as listed above.
- 3.3.2.7. Reporting Capabilities of the Web Based Portal: Vendor must be able to provide detailed billing/consumption by department within MCC to include color vs b/w prints by individual and by department.

3.4. Communication and Awareness Mandatory Requirements

The awarded vendor will provide the person(s) designated by MCC with professional procedures or best practices that have been accepted as effective at communicating the Managed Print Services implementation in organizations of comparable size in an enterprise environment. Change management and all communication to MCC employees will be conducted internally by the person(s) designated by MCC.

3.5. Additional Mandatory Requirements

- 3.5.1. A software solution for tracking networked Multi-Function Devices and at MCC's option, non-Multi-Function Devices and local (USB) devices. Vendor must include in their proposal all software terms and conditions (i.e., EULA's, License Agreements) that are associated with the use of the proposed software.
- 3.5.2. Describe the security measures that are used to ensure that sensitive data is not transmitted, stored, or collected.
- 3.5.3. A Secure, "follow-me" printing solution or tool that will allow staff to retrieve print jobs from an accessible device within the network.
- 3.5.4. Secure Printing solution or tool that utilizes magnetic stripe cards or PID cards.
- 3.5.5. Ability to restrict access control via card swipe by department within the Secure Printing solution or tool.
- 3.5.6. A solution to lab printing environments for students.

3.6. Customer Service and Service Levels Mandatory Requirements.

- 3.6.1. Describe how you will implement a customer focused service philosophy.
- 3.6.2. Describe how you will meet, at a minimum, the Service Level Agreement (SLA) as defined below:

Performance Categories Performance will be based on acknowledgement time, response time and resolution time. Vendor will use the following definitions as the core of their service level agreement (SLA) with MCC:

- Acknowledgment Time- indicates time to acknowledge maintenance and support requests through email, phone or system used for tracking and managing incidents. Acknowledgment includes written confirmation.
- Response Time – indicates time to accept, arrive onsite, and begin work on service request providing no security/access delays or extreme circumstances beyond control of Vendor.
- Resolution Time – indicates time to resolve the problem stated on the ticket with a start time beginning at initial escalation and assignment. Closing/resolution includes all items that are within scope of vendor responsibilities.

Priority Level	Acknowledgement Time (time to acknowledge support request)	Response Time (time to arrive on-site)	Resolution Time (time it takes to return the device to working standards)
P1 – Critical (Classroom or student)	Within 30 minutes	Within 4 hours	Within 8 hours

critical down with no workaround)			
P2 – High (Departmental impact with no workaround)	Within 60 minutes	Within 8 hours	Within 2 business days
P3 – Standard (single user printing)	Within 4 hours	Within 2 business days	Within 3 business days

3.7. Quality Assurance Mandatory Requirements. The vendor will have qualified quality assurance personnel monitor and assess each technician’s performance. Standards will be proposed by the vendor, agreed to by MCC, and the provision of reporting on a scheduled basis to be determined by MCC. A standardized evaluation form will be developed which measures but is not limited to the following:

- Effectiveness of Troubleshooting
- Resolution Time
- Communication
- Process Adherence and Documentation
- Quality of Customer Experience

A portion of service requests will be evaluated for the duration of the contract. Results of the evaluations will be provided during quarterly meetings. MCC reserves the right to request the removal of any service personnel that consistently are not adhering to the agreed upon minimum requirements of quality evaluations.

3.8. Deliverables

3.8.1. Vendor will provide monthly reports to MCC within 5 days of the closure of each month, in Excel format via email to the person(s) designated by MCC, that will monitor the success of the program, as well as identify opportunities or problem areas that need attention. Examples include of these reports include, but are not limited to:

- Number of service calls per device
- Mean time to resolution per device
- Consumable usage
- Part replacements and other repairs documented
- Itemized incidents with creation date, acknowledgement, response, and resolution times

3.8.2. Vendor will meet onsite with the person(s) designated by MCC on a quarterly basis for review of all service reports, SLAs, and billing/consumption reports. The purpose of the meetings will be to review services provided by vendor technicians, review billing, formulate and confirm strategies for consolidating and repurposing the printer fleet.

3.8.3. If a Printer Fleet Assessment is determined necessary by both parties, Vendor will provide a report, in Microsoft Excel format, documenting the current print environment of the College.

3.9. Insurance

3.9.1. Coverage. The selected Provider shall maintain insurance, having the coverage described below and approved by MCC, prior to the contract, and shall maintain such insurance until the contract is terminated according to the prescribed procedures.

3.9.2. Evidence of Insurance. The Provider shall furnish MCC with a certificate(s) of insurance, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above. All certificates shall provide for written notice to MCC prior to the cancellation of any insurance referred to therein. Failure to furnish the required certificate or failure to maintain the required insurance may result in termination of this Agreement at MCC's option. Any waiver of Provider's obligation to furnish such certificate or maintain such insurance must be in writing and signed by an authorized representative of MCC. Failure of MCC to demand such certificate or other evidence of full compliance with these insurance requirements or failure of MCC to identify a deficiency from evidence that is provided shall not be construed as a waiver of Provider's obligation to maintain such insurance, or as a waiver as to the enforcement of any of these provisions at a later date.

3.9.3. Certified Copies of Policies. Provider shall provide certified copies of all insurance policies required above within ten (10) days of MCC's written request for said copies.

3.9.4. Commercial General and Umbrella Liability Insurance. Provider shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than \$2,000,000 for each occurrence. If such CGL insurance contains a general

aggregate

limit, it shall apply separately to this project or location. CGL insurance shall be written on an

ISO occurrence form (or a substitute form providing equivalent coverage) and shall cover liability arising from premises, operations, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract). "MCC, its elected and appointed officials, employees, students, agents, and volunteers" shall be included as an insured under the CGL and under the commercial umbrella, if any. This insurance shall apply as primary insurance with respect to any other insurance or self-insurance programs afforded to College. There shall be no endorsement or modification of the CGL to make it excess over other available insurance; alternatively, if the CGL states that it is excess or pro rata, the policy shall be endorsed to be primary with respect to the additional insured. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability assumed under a contract. Coverage shall be endorsed, if necessary to include lost key coverage.

3.9.5. Automobile and Umbrella Liability Insurance. Provider shall maintain automobile liability and, if necessary, commercial umbrella liability insurance with a limit of not less than \$2,000,000 each accident. Such insurance shall cover liability arising out of any auto (including owned, hired, and non-owned autos). Umbrella Coverage \$3,000,000.

6. Workers Compensation Insurance. Provider shall maintain workers compensation and employers liability insurance. The commercial umbrella and/or employers liability limits shall not be less than \$1,000,000 each accident for bodily injury by accident or \$1,000,000 each employee for bodily injury by disease.

3.9.7. Commercial Property Insurance. Provider may, at its option, purchase business income, extra expense or similar coverage, and in no event shall MCC be liable for any business interruption or other consequential loss sustained by Provider, whether or not it is insured, even if such loss is caused by the negligence of MCC, its elected and appointed officials, employees, students, agents or volunteer. Provider may, at its option, purchase insurance to cover its personal property. In no event shall MCC be liable for any damage to or loss of personal property sustained by Provider, whether or not it is insured, even if such loss is caused by the negligence of MCC, its elected and appointed officials, employees, students, agents and volunteers.

3.9.8. Professional Liability Insurance. Provider shall maintain in force for the duration of this contract errors and omissions liability insurance appropriate to the Provider's profession. Coverage as required in this paragraph shall apply to liability for a professional error, act, or omission arising out of the scope of the Provider's services as defined in this Agreement. Coverage shall be written subject to limits of not less than \$1,000,000 per loss. If coverage is written on a claims-made basis, the Provider warrants that any retroactive date applicable to coverage under the policy precedes the effective date of this Agreement; and that continuous coverage will be maintained, or an extended discovery period will be exercised for a period of three (3) years beginning from the time that work under the contract is completed.

3.9.9. Acceptability of Insurers. All required insurance shall be purchased from insurers acceptable to MCC. MCC shall have the right to reject insurance from an insurer that it deems unacceptable due to poor financial condition or because it is not operating legally.

3.9.10. No Representation of Coverage Adequacy. By requiring insurance herein, MCC does not represent that coverage and limits will necessarily be adequate to protect Provider, and such coverage and limits shall not be deemed as a limitation on Provider's liability under the

indemnities granted to MCC in this contract.

- 3.9.11. **Indemnification.** Provider agrees to defend, indemnify and hold MCC, its elected and appointed officials, employees, students, agents, and volunteers harmless from any claim, including, but not limited to death, bodily injury, personal injury, or property damage, together with reasonable attorneys' fees and court costs, arising from Provider's performance under this Agreement, except, however, Provider will not be required to indemnify MCC for claims that arise out of the sole negligence or acts of MCC.
- 3.9.12. **Subcontractor Requirements.** Provider agrees to contractually obligate its subcontractors to indemnify MCC in precise conformance to the terms of Provider's obligation to indemnify MCC pursuant to this Agreement. The Provider further agrees to contractually obligate its subcontractors to provide insurance with the insurance coverages and limits of liability required to be provided by the Provider pursuant to the terms and conditions of this Agreement.
- 3.9.13. **Cancellation or Reduction in Coverage.** In the event of a lapse or reduction in the required coverages, the Provider shall cease operations and shall not resume operations until new insurance is in force.

INFORMATION AND INSTRUCTIONS

1. **Submission Requirements:** The complete original proposal must be submitted in a sealed package and received by Friday, November 1, at 10:00 AM EST. Vendor questions regarding this request must be received by Friday, October 25, 10:00 AM EST. Questions should be directed to Mike Council, Purchasing Manager, at mike.council@muskegoncc.edu. Questions and responses will be shared with all participating vendors.
2. **Interview:** A proposer may be required to make a presentation of their proposal. This will provide an opportunity to clarify or elaborate on the proposal but will not in any way provide an opportunity to change any fee amount originally proposed. If Muskegon Community College chooses to have presentations, they will schedule and notify the proposer(s) of the time and location of their presentation.
3. **Modifications:** Muskegon Community College reserves the right to request that the proposer modify the proposal to more fully meet the needs of the college.
4. **Request for Additional Information:** The proposer shall furnish additional information Muskegon Community College may require.
5. **Acceptance/Rejection/Modification to Proposals:** Muskegon Community College reserves the right to negotiate modifications to proposals that it deems acceptable, reject any and all proposals, and waive minor irregularities in the procedures.
6. **Extension of Contract:** The proposed contract will not auto renew but convert to month to month at the conclusion of the contract, unless either the vendor or the college notifies the other of its intent to terminate the contract at the end of the period, shall be given in writing at least 30 days prior to the initial expiration date of the contract.
7. **Taxes:** Muskegon Community College is exempt from Federal, State, and Local Taxes and will not be responsible for any such taxes in connection with the award or performance of this contract.
8. **Evaluation/Award:** The evaluation and award of this bid shall be a combination of factors including but not limited to: cost, professional competence, references, and the correlation of the proposal submitted to the needs of the college, and any other factors considered to be in the college's best interest. The bid will be awarded to the most responsible, responsive bidder whose proposal, conforming to this solicitation, will be most advantageous to the college, price and other factors considered.
9. **Equal Employment Opportunity:** It is the policy of Muskegon Community College to provide equal opportunities and not discriminate in enrollment, education, employment, public accommodations, activities or services on the basis of race, color, religion, sex, national origin, marital status, sexual orientation, political persuasion, disability, height, weight, age, or other prohibitive matters. It is the policy of the College to patronize only those firms and vendors that demonstrate a commitment to equal opportunity within their own enterprises and who abide by Federal and State laws.

Other Requirements

To ensure a uniform review process and obtain the maximum degree of compatibility, it is required that the proposals be organized in the manner specified below.

1. **Title Page:** The proposer should identify the RFP subject, the name of the contractor, local address, telephone number, name and title of contact person and date of submission.
2. **Table of Contents:** Provide clear identification of the material by section and by page number.
3. **Company History:** Information related to the contractor's qualifications and resources.
 - a. Briefly describe your company's history, number of employees and years in operation.
 - b. Provide details of your company's financial status and stability.
4. **Qualifications and Experience of Staff**
5. **References:** List at least three (3) client references. (See page 13)
6. **Required Forms:** Complete and sign all required forms (See pages 14 and 15) and include a copy of your State of Michigan license.

**MUSKEGON COMMUNITY COLLEGE
REQUEST FOR PROPOSAL
Managed Print Services**

LIST OF REFERENCES

IMPORTANT: This form must be returned with the bid proposal form.

1. Name of Company _____

Address _____

Contact Person/Title _____

Telephone
Number _____

2. Name of Company _____

Address _____

Contact Person/Title _____

Telephone Number _____

3. Name of Company _____

Address _____

Contact Person/Title _____

Telephone Number _____

Authorized Signature _____

Printed Name and Title

**MUSKEGON COMMUNITY COLLEGE
REQUEST FOR PROPOSAL
Managed Print Services**

PROPOSER'S CERTIFICATION

I have carefully examined the Request for Proposal, Instructions, Terms and Conditions, Scope of Services, Bid forms and all other documents accompanying this proposal.

I propose to provide the services specified in the Request for Proposal at the prices or rates quoted in my proposal. I agree that my proposal will remain firm for a period of sixty (60) days in order to allow Muskegon Community College adequate time to evaluate the proposals.

I certify that all information contained in this Request for Proposal is truthful to the best of my knowledge and belief. I further certify I am duly authorized to submit this proposal on behalf of the vendor/contractor and that the vendor/contractor is ready, willing, and able to perform if awarded this bid/proposal.

I further certify that this bid/proposal is made without prior understanding, agreement, connection, discussion or collusion with any other person, firm or corporation submitting a bid/proposal for the same commodity or service; no officer, employee or agent of Muskegon Community College or of any other bidder/proposer interested in bid/proposal; and the undersigned executed this bidders/proposers certification with full knowledge and understanding of the matters contained and was duly authorized to do so.

Name of Vendor _____

Signature _____

Name & Title _____

Mailing Address _____

Telephone Number _____

E-mail Address _____

Muskegon Community College

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, & OTHER RESPONSIBILITY MATTERS

The prospective participant certifies, to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in transactions under federal non-procurement programs by any federal department or agency.
2. Have not, within the three-year period preceding the proposal, had one or more public transactions (federal, state, or local) terminated for cause or default, have ever been on the Prevailing Wage Violator's Registry or are currently being investigated under current name or any DBA's, corporate names, subsidiaries or other business entities under which you have operated in the last three years; and
3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) and have not, within the three-year period preceding the bid, been convicted, or had a civil judgment rendered against it.
 - A. For the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction (federal, state, or local) or a procurement contract under such a public transaction.
 - B. For the violation of federal or state antitrust statutes, including those proscribing price fixing between competitors, the allocation of customers between competitors, or bid rigging, or
 - C. For the commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property.

I understand that a false statement on this certification may be grounds for the rejection of this proposal or the termination of the award. In addition, under 18 U.S.C. § 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to five years, or both.

Name/Title of Authorized Representative

Name of Participant Agency or Firm

Signature of Authorized Representative

Date

I am unable to certify to the above statement. Attached is my explanation.