



Managed Print/Copier Request for Proposal

December 19, 2025

By signing this document, I am agreeing, on behalf of my company, to the specifications in this Request for Proposal (RFP). I am accepting, without exception or amendment, the terms and conditions listed herein, except for such changes as the District, at its discretion, may deem necessary. Vendors that cannot accept the District's terms and conditions will be considered non-responsive. Any purchase order or subsequent contract issued as a result of this RFP will be subject to these terms and conditions. This cover page must be signed in ink. Unsigned responses will be disqualified.

COMPANY NAME: _____

BY (AUTHORIZED SIGNATURE): _____

TYPED NAME: _____

DATE: _____

TITLE: _____

CITY: _____

STATE: _____

ZIP CODE: _____

TELEPHONE NUMBER: _____

E-MAIL ADDRESS: _____

Swanton Local School District - Request for Proposal

Section A – Background & Miscellaneous Information

A.1. District Background

Swanton Local School District is located in Swanton, Ohio, with three educational buildings, one central administration office, and one transportation facility serving approximately 1100 students. The central administration office is located at 108 N Main St, Swanton, Ohio 43558.

The District employs 89 teachers, 46 classified employees, 10 administrators and 3 supervisors.

A.2. Solicitation Purpose

Swanton Local School District is seeking proposals to provide convenience copiers for the entire District.

Section B – Statement of Work

B.1. Project Goals

District goals are to

1. Reduce Costs
2. Increase convenience for all District Employees
3. Maximize equipment uptime
4. Provide equipment that is sized so as to increase the number of units deployed through the district.

The current contract expires at the end of July 1, 2026. The current contract involves 15 Konica MinoltaBizhub copiers located throughout the district. The approximate print volume is 250,000 clicks/impressions per month. The District is currently spending approximately \$38,000 per year.

B.2. Technical (IT) Equipment

Our infrastructure is spread across three educational buildings, one central administration office, and one transportation building with an office. The computing environment is primarily using Google for educational purposes and Google Cloud Print from staff and student Chromebook devices.

The Treasurer's Office and the Superintendent's Offices use Windows/MAC based devices. Our district is currently 1:1 with Google Chromebooks. All printing is served through a Windows Print Server, utilizing Papercut MF.

B.3. Minimum Requirements

The vendor must meet the following minimum requirements. Vendors that do not meet these minimum requirements will not be considered.

1. The vendor must provide copiers for schools and administration locations including the copier, repair parts, services, preventative maintenance, and all supplies including staples. The district will provide paper only. Copiers must include the same features as are currently available. Copiers must also include internet connectivity, print, scan, email, auto-feed, stapler, duplexing, booklet finisher, three-hole punching, large capacity paper drawer, common RFID authentication.
2. The vendor must provide units that allow for release printing using proximity cards and/or printer pin numbers.

Swanton Local School District - Request for Proposal

3. The vendor must provide a certified Google for Education means to web/cloud print and release method. (i.e. printing from our Chromebook)
4. The vendor must provide at least one unit with color printing capability for each educational building and the central administration office. This is a total of four color printing devices.
5. Vendor must have been in business for 5 years with primary activity as a convenience copier provider.
6. Vendor must provide a no quibble equipment replacement guarantee for the life of the contract.
7. Vendor provide copiers with an average minimum speed of no less than 61 copies per minute (CPM) based on the sample jobs listed in the Convenience Copier CPM Calculation spreadsheet. Test must be conducted using a digital stop watch.
8. Vendor must complete and submit the pricing template spreadsheet and CPM calculations test spreadsheet.
9. Vendor must provide a web-based work request system for customers to place service requests and a toll-free phone number.
10. Vendor must provide copiers capable of providing searchable pdf files.
11. Vendor must provide copiers with not more 50% decline of copier speed when jobs are sent from work stations to the copiers via a network of the Internet.
12. Vendor must provide online, monthly performance statistics including:
 - a. Complaints
 - b. Number of service calls for each copier
 - c. Number of repeat service calls
 - d. Actual response time for each service call
 - e. Service calls resulting from customer abuse
 - f. Uptime percentage for each copier
 - g. Uptime percentage for the month for the entire fleet
 - h. Number of preventative maintenance (PM) calls performed for the entire fleet
 - i. Total downtime hours excluding PM time and obvious customer abuse service calls
 - j. Cumulative number of impressions for the entire copier fleet per year

(The District will not pay month invoice if performance statistics for the prior month are not included with the invoices.)

13. Vendor must provide training for District personnel through the life of the contract.
14. Vendor must provide service personnel who are factory trained on the appropriate models.
15. Vendor must agree to maintain fixed pricing on selected models for the entire term of the contract to accommodate additional purchases.
16. Vendor must provide free installation on deployment of all copier and free removal of all copiers at contract expiration, including the removal of all images on the copiers.
17. Vendor must provide annual software release installation of the new build of managed print software (i.e. Papercut)
18. Vendor will not apply a maximum impression count per individual copier and the impressions per year will be tracked by individual copier and applied to the entire fleet.

B4. Preferred Requirements

The awarded vendor will be requested, on a future date, to assist the District with the following:

1. Install print management software to minimize cost. The District is currently utilizing PaperCut MF software with the current devices.

B5. Miscellaneous Requirements

Swanton Local School District - Request for Proposal

1. The chosen vendor must be able to provide proof of general business liability insurance and proof of worker's compensation insurance before the award.

B6. Performance Standards

The vendor must provide:

1. Four hour service response time.
2. Preventative maintenance for each unit installed under this contract according to the PM scheduled specified by the manufacturer and agreed upon by the District. PM shall be scheduled with key operators to minimize disruption. The vendor shall rotate convenience copiers between the District locations to reduce the need to replace or refurbish the copiers. If not rotated, the copiers shall be refurbished as the meters reach multiples of 1,000,000 impressions. Replaceable components shall be replaced by vendor technicians, not District employees. The vendor shall not conduct training sessions for District employees on replacing parts or servicing the copiers.
3. Uptime shall be reported on a monthly basis and shall be calculated on a unit-by-unit basis, not as a fleet-wide average. Any unit not meeting the 98% uptime requirement for 3 consecutive months shall be replaced with a unit of the same model without a requirement for a written request from the District. Uptime percentage for individual units shall be calculated by subtracting PM time from Total Time, Downtime from Total Time, and dividing the result by Total Time. Downtime is defined as the number of hours that a given unit is unavailable for use by an operator and shall include any unit that is not functioning to the District's satisfaction. Downtime resulting from PM or obvious customer abuse shall be reported to the vendor but shall not be included in the downtime calculation. Total time is defined as the number of work days each month multiplied by 10 hours.
4. Delivery of replacement toner to the requesting location within 48 hours of order placement.

B7. Liquidated Damages

1. If the four-hour service response window is exceeded on any given service call, the vendor shall credit the District \$45 per hour, that this time is exceeded. Response time credits shall appear automatically on the next monthly invoice. Vendor phone responses to service calls will qualify as site visits if those calls remedy the situation that prompted the service call.
2. If any individual unit performs below the monthly 98% uptime requirement, the vendor shall credit the District \$45 per hour, that the allowable downtime is exceeded. Excess downtime credits must appear automatically on the next monthly invoice.
3. The vendor shall credit the District \$75 per 24-hour additional period or partial additional period, that the toner is not delivered within 48 hours to the location placing the order. Unavailable toner charges shall appear automatically on the next monthly invoice.

Swanton Local School District - Request for Proposal

Section C – Schedule of Activities

The following schedule is tentative and represents our intentions the day this document was published. District activities and related issues will have a higher priority and may affect the timeline. All vendors must adhere to this schedule. Unless otherwise noted, the deadline for each item is 4:00 p.m. local time.

12/19/2025		Post the RFP
1/16/2026	3:00 p.m.	Hold Vendor informational meeting. The meeting will be held at Swanton High School, 601 N. Main St, Swanton, OH 43558. This location will allow vendors to see how the current devices are being utilized.
2/17/2026	4:00 p.m.	RFP submission deadline. An RFP is not a bid and will not be read at a public opening.
2/27/2026		Verify / contact vendor references, if necessary
3/6/2026		Request clarifications from vendors, if necessary
3/10/2026		Notify shortlisted vendors and email questions that should be addressed at the presentations, if presentations are held
3/23/2026		Hold vendor presentations, if necessary, and conduct final ranking.
3/27/2026		Negotiate the final terms of the agreement
4/22/2026		Submit to Board of Education for review
4/22/2026		Board of Education Meeting
4/23/2026		Sign contract
7/1/2026		Contract start date

Section D – Evaluation

D.1. Evaluation of Responses

Vendors that are found to be non-responsive or non-responsible will not be included in the evaluation process. Vendors that are considered responsive and responsible may be evaluated in two phases. The District reserves the right to eliminate a vendor as non-responsive at any time during the evaluation process. The first phase of the evaluation process may be based on the following criteria. The District is using the RFP process to find the best value so price will not be the only factor in determining an award.

Swanton Local School District - Request for Proposal

The contract awarded to the responsive and responsible vendor based on this evaluation process and other such factors that the District, in its sole discretion, deems relevant, including but not limited to price negotiations.

The highest ranked vendors from the first phase of the evaluation may be given an opportunity to make presentations. If vendors are given that opportunity, this will constitute the second phase of the evaluation process. The District reserves the right to determine the number of vendors that will give presentations based on the scoring spread, practical limitations, and any other factors that the District, in its sole discretion, deems relevant. If presentations are held, the District will base the final ranking of the totality of the information gained from the entire evaluation process.

Once the final ranking is completed, the District will meet with the top ranked vendor to negotiate an agreement. If the District cannot reach an agreement with the top ranked vendor, the District will commence negotiations with the second ranked vendor and continue that process until an agreement is reached.

Evaluation Criteria	Max Point Value	Point Calculations
Implementation Plan	5	Excellent 5, Good 3, Fair 1, Poor 0
Experience, Qualifications, & Personnel	5	Excellent 5, Good 3, Fair 1, Poor 0
References for similar work performed within the last 3 years.	10	Excellent 10, Good 7, Fair 3, Poor 0
Price	60	Low price divided by the vendor's price times the point value

For example, a vendor with a price of \$100,000 would have a point value of 30 versus the low vendor with a price of \$50,000. ($\$50,000$ divided by $\$100,000$ equals 50%. 50% times 60 equals 30.)

D.2. Best & Final Offers

Vendors may be asked to submit best and final offers. The District reserves the right to request financial statements for the previous three fiscal years from the highest ranked vendor(s) as part of the final selection process.

D.3. Price

The District reserves the right to award based on overall best value and the District reserves the right to choose the single or combination of awards that best meet our needs.

Swanton Local School District - Request for Proposal

SECTION E---SUBMISSION REQUIREMENTS

The District will accept responses delivered by electronic means such as e-mail. Space to respond to each question is purposefully limited to reduce the burden on the evaluation committee and focus vendor responses. Do not submit documents with your response that were not requested. Unrequested documents will not be distributed to the evaluation committee.

Vendors must:

1. Complete all sections of this form electronically.
2. Print the form.
3. Sign and date the first page of this form.
4. Sign and date the LEDE sections of this form.
5. Submit a lease contract. The lease contract is being requested in the event the District decides to sign a lease as opposed to a cost per copy contract.
6. Submit one original and six copies of this form in a sealed envelope.
7. Submit one original pricing spreadsheet in a sealed envelope. That envelope should be inserted into the envelope containing the RFP responses. Do not attach the price sheet to any of the responses.
8. Address the RFP response envelope as follows:

Vendor's Name
Swanton Local School District - Board of Education
Managed Print/Copier RFP
Attention: Sheila Horseman
108 North Main Street
Swanton, OH 43558

SECTION F---VENDOR PROVIDED INFORMATION

Vendors must provide answers to the following questions. Incomplete answers or answers that are left blank will not allow the District to adequately evaluate vendor responses and may deem a vendor non-responsive, eliminating that vendor from consideration.

Implementation Plan:

1. Provide a timeline starting from the date a purchase order is issued to the date the last copier is installed within the District's locations.
2. Explain your step-by-step process for the physical deployment of the copiers throughout District locations.
3. Explain your step-by-step process for providing training to all locations.
4. What training materials do you normally provide the end users?

Experience, Qualifications, & Personnel:

1. Describe your company's experience, staff, and services.
2. How long have you been providing copiers to businesses and/or local school districts?
3. Describe the support and training your company supplies to your service technicians and trainers.
4. Describe the escalation process if a problem arises that is beyond the abilities of the service technician who is working on the copier.
5. Describe your quality control process, your method of following up on repairs, and the adjustments performed on the copiers, including documentation, during service calls.

Swanton Local School District - Request for Proposal

Key Personnel: At a minimum, include the project manager or service manager who will be assigned to the District. (As referenced in our general terms and conditions, the District reserves the right to terminate an agreement if key persons identified in the vendor's response are no longer available. The District also reserves the right to approve personnel performing the work under any contract. If the District is dissatisfied with any individual assigned to perform such work, the District may require that the vendor assign a different person or persons to perform the work.)

Key Personnel One – Primary Contact:

Name:

Title:

Years of Experience:

Years with Company:

Phone Number:

Key Personnel Backup:

Name:

Title:

Years of Experience:

Years with Company:

Phone Number:

1. References:

Please provide references in the following section. Vendors will not receive credit during the evaluation process if references do not include a current email address. Local references are preferred. Individuals will not qualify as references. Vendors may not be given credit for references if those references do not reply within 3 business days. The District may not be used as a reference.

Reference One:

Entity Name:

Contact Person's Name:

Phone Number:

E-Mail Address:

Briefly Describe the Work:

Swanton Local School District - Request for Proposal

Reference Two:

Entity Name:

Contact Person's Name:

Phone Number:

E-Mail Address:

Briefly Describe the Work: