

**Schaumburg Township District Library**  
**Legal Notice Invitation for Proposal**

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The Schaumburg Township District Library, hereafter referred to as the "Library" will accept sealed Proposals for **Managed Printer & Copier Services** at all of the Library's Central, Hoffman Estates Branch, and Hanover Park Branch locations.

The Proposer must pay the Prevailing Wage Rates for all work per Illinois Law. It is the policy of the Library to provide equal opportunity to all qualified businesses in the awarding of contracts. Accordingly promotes the utilization of diversified businesses to the maximum extent feasible in any contract issued against this invitation to Proposal.

Sealed Proposals for the above services must be received on or before **4:00 p.m., Local Time, Wednesday , October 8<sup>th</sup> 2025.**

**Proposals must be addressed to:**

Ms. Annie Miskewitch  
Schaumburg Township District Library  
130 South Roselle Road, Schaumburg, Illinois, 60193  
Proposal Response 2025-IT-01-Managed-Printers-Copiers

There will be no public opening of the proposals.

The Library reserves the right to reject any and all Proposals or to waive any technicalities, discrepancies, or information in the Proposals. The Schaumburg Township District Library does not discriminate in admission, access to, treatment, or employment in its programs and activities.

General questions regarding this Legal Notice and all detailed questions concerning the actual Proposal specification are to be forwarded by e-mail to [proposals@stdl.org](mailto:proposals@stdl.org) no less than five (5) business days prior to the scheduled Proposal due date.

Following the Proposal review, a recommendation for the most responsible Proposer will be provided to the Library Board for pending approval at the next earliest Library Board meeting.

## **EQUAL EMPLOYMENT OPPORTUNITY CLAUSE**

EQUAL EMPLOYMENT OPPORTUNITY CLAUSE required by the Illinois Fair Employment Practices Commission as a material term of all public contracts.

During the performance of this contract, the contractor agrees as follows:

- 1. That** it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or ancestry; and further, that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such under utilization.
- 2. That,** if it hires additional employees in order to perform this contract, or any portion hereof, it will determine the availability (in accordance with the Commission's Rules and Regulations for Public Contracts) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.
- 3. That,** in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, national origin, or ancestry.
- 4. That** it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the contractor's obligations under the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations for Public Contracts. If any such labor organization or representative fails or refuses to cooperate with the contractor in its efforts to comply with such Act and Rules and Regulations the contractor will promptly so notify the Illinois Fair Employment Practices Commission and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations there under.
- 5. That** it will submit reports as required by the Illinois Fair Employment Practices Commission's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Commission or the contracting agency, and in all respects comply with the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations for Public Contracts.
- 6. That** it will permit access to all relevant books, records, accounts, and work sites by personnel of the contracting agency and the Illinois Fair Employment Practices Commission for purposes of investigation to ascertain compliance with the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations for Public Contracts.

The Schaumburg Township District Library does not discriminate on the basis of any disabilities in admission or access to, or treatment or employment in, its programs and activities.

## **STANDARD CONDITIONS**

**Contract Documents:** Any drawings, plans, standard conditions, special conditions, supplemental additional conditions, specifications, Proposal notice, Proposal sheet, and addendum, if any, as specified herein shall form the “Contract Documents.” For the purpose of this Proposal, the word “Library” shall refer to Schaumburg Township District Library, and the word “Proposer” shall refer to any person, company, or entity submitting a Proposal. Any work shown or described in one of the documents shall be construed as if described in all the documents. Printers and Copiers will be collectively referred to as “Units” when both need to be referenced throughout this document.

**Electronic Proposal Documents:** Proposers that download PDF documents from the Schaumburg Township District Library's web page must immediately notify via e-mail to [proposals@stdl.org](mailto:proposals@stdl.org) if they intend to submit a response to the Proposal documents. This step is necessary to establish a communication link between the Library and the Proposer so that any addenda or other relevant information may be transmitted properly. The Proposer, not the Library, is responsible for obtaining any addenda to the original specification when the Proposer chooses the option of downloading Proposal or proposal files. Addenda and other relevant information will be posted on the <https://www.schaumburglibrary.org/proposals> web page.

**Questions:** All questions must be submitted in writing no less than five (5) business days prior to the scheduled due date via email to [proposals@stdl.org](mailto:proposals@stdl.org). No verbal questions will be answered. Proposers are advised not to contact the Executive Director during the open solicitation period of this Invitation for Proposal.

**Submittal of Proposal:** Proposals must be submitted via email to [proposals@stdl.org](mailto:proposals@stdl.org) or hard copy addressed to the attention of Annie Miskewitch at the above address no later than **4:00 p.m. on Wednesday, October 8<sup>th</sup> 2025**. Proposals arriving after the specified time will not be accepted. Mailed Proposals which are delivered after the specified hour will not be accepted regardless of postmarked time on the envelope. Proposers should carefully consider all Proposal delivery options (US Postal Service, UPS, Federal Express, private delivery service, etc.) and select a method that will successfully deliver their Proposal by the required time and date. Proposals shall be submitted in sealed envelopes carrying the following information: Proposer's name, address, subject matter and project number of Proposal as indicated in the specification, and designated date and time of the due date.

**Withdrawal of Proposal:** Proposers may withdraw or cancel their Proposal, in written form, at any time prior to the advertised due date.

**Proposer's Qualifications:** No award will be made to any Proposer who cannot satisfy to the Library that they have sufficient ability and experience in this class of work, as well as sufficient capital and equipment to do the job and complete the work successfully within the time named (i.e. responsible). The Library's decision or judgment on these matters shall be final, conclusive, and binding. The Library may make such investigations as it deems necessary. The Proposer shall furnish to the Library, under oath if so required, all information and data the Library may request for the purpose of investigation.

**Customer References:** At least three current customer references should be supplied, so they can be contacted for feedback on Proposer's service. Ideally, these references' organizations will also match the Library's size and complexity.

**Preparation of Proposal:** The Proposer's submittal shall include all requested information in the Proposal Submittal Instructions section. The Library will strictly hold the Proposer to the terms of the Proposal. The Proposal must be executed by a person having the legal right and authority to bind the Proposer.

**Compliance with Laws:** The Proposer shall at all times observe and conform to all laws, ordinances, and regulations of the Federal, State, and local governments, which may in any manner affect the preparation

of Proposals or the performance of the contract.

**Alternate:** Any reference in these specifications to manufacturer's name, trade name, or catalog number (unless otherwise specified) is intended as a standard only. The Library's written decision of approval or disapproval of a proposed substitution shall be final. Alternate Proposals will be considered only if received at the time stated for receipt of the Proposals. Submit alternate Proposals in a sealed envelope and identify the envelope as required for all Proposals, except that the phrase **Alternate Proposal** shall be used. Proposers are cautioned that, if an alternate Proposal(s) involves an increase in the *Proposal Sum*, the *Proposal Deposit*, **if required**, shall be ample or be increased to cover the alternate *Proposal Sum* or the entire Proposal may be rejected.

**Freedom of Information Act (FOIA):** The Library is required by Public Act 96-542 to comply with freedom of information requests (FOIA) within five (5) business days of a record request. All respondents used by the Library may be in possession of records covered by this act and therefore will be required to provide the Library with those records upon request and within the time frame of the Act.

In the event that a Proposer desires to claim portions of its Proposal exempt from disclosure, it is incumbent upon the Proposer to clearly identify those portions with the word "Confidential" printed on the top of each page for which such privilege is claimed. No page should contain both confidential and public information. Examples of confidential materials include trade secrets and financial statements. Each page shall be clearly marked and readily separable in order to facilitate public inspection of the non-confidential portion of the Proposal. The Library will consider a Proposer's request for exemptions from disclosure; however, the Library will make its decision based upon applicable State Law. An assertion by a Proposer that the entire Proposal, or substantial portions, is exempt from disclosure will not be honored. Prices, makes and models or catalog numbers of products offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary.

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the Library.

**Proposal Review:** The Library reserves the right to reject any or all Proposals and/or to waive any irregularities or disregard any informality in the Proposals when, in its opinion, the best interest of the Library will be served by such action. Furthermore, the Library reserves the right to award each item to a different Proposer, or all items to a single Proposer unless otherwise noted on the *Proposal Sheet*. The Library may determine as follows: 1) an equal or alternative is a satisfactory substitute; 2) an early delivery date is entitled to more consideration than price; 3) an early delivery date is to be disregarded because of the reputation of the Proposer for not meeting delivery dates; 4) a Proposer is not a responsible Proposer; and 5) what exceptions or deviations from written specifications will be accepted. 3) No Proposal will be accepted from or contract awarded to any person, firm, or corporation that is in arrears or is in default to the Library upon any debt or contract, or that is a defaulter, as surety or otherwise, upon any obligation to the Library, or had failed to perform faithfully any previous contract with the Library.

**Form of Contract:** The form of contract between the Library and the successful Proposer will be a purchase order referencing the Proposal specification, the Proposal submitted by the successful Proposer, and the resulting purchasing order.

**Term of Contract:** The initial term of this contract shall begin on November 1, 2025 date and run through October 31, 2026, subject, however, to the right of the Library to cancel and terminate the same at any time by giving a thirty (30) day notice in writing to the contractor. The Library invokes the right to cancel the contract for poor performance, and/or for other issues that the Library deems unacceptable or below the standard specified in the contract. In the event of such cancellation, the Contractor shall be entitled to receive payment for services and work performed, and equipment furnished under the terms of the contract prior to the effective date of such cancellation, but will not be entitled to receive any damages on account of

such or any further payment whatsoever.

This contract may be renewed for three (3), one (1) year optional extensions. The optional years will automatically renew providing the Schaumburg Township District Library has not notified the Proposer by written notice, not less than ninety (90) days prior to the contract expiration date, of the Library intent to re-solicit new Proposals.

Due to budget constraints, the Library reserves the right to add or delete from the Proposal as required. No adjustments in Proposal prices or additional compensation will be made for decreases in the quantities or services from the Proposal.

**Payment:** Payment shall be made within 30 days of invoice receipt and approval, unless otherwise specified in the agreed upon contract. **All invoices must be submitted to the Schaumburg Township District Library, Business Office, 130 South Roselle Rd., Schaumburg, IL 60193.** If prevailing wage is a requirement of the contract, the invoice must include certified payroll and waivers. Failure to submit all documentation as specified may result in delay of invoice payment.

**Guarantees and Warranties:** All guarantees and warranties required shall be furnished by the Proposer and shall be delivered to the Library before final payment on the contract is issued.

**SCHAUMBURG TOWNSHIP DISTRICT LIBRARY  
INVITATION FOR PROPOSAL  
MANAGED PRINTER & COPIER SERVICES,  
MIGRATION OF ALL UNITS PLAN, AND MARKETING  
DEPARTMENT COPIER & PRINTER**

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**Intent:** Schaumburg Township District Library is releasing this Invitation for Proposal in order to enter into a contract with a qualified managed print service provider for existing printers & copiers (hereafter referred to collectively as Units) for maintenance and toners at all Library locations. The Proposer will also create a migration plan for all Units to be replaced with newer models in an effort to reduce costs, increase functionality, and enhance serviceability as they will be placed under the managed service contract above. Lastly, the Proposer will also suggest a new high capacity, professional quality copier and printer for the Library's Marketing Department. Proposers will be required to demonstrate their capability through references or by means acceptable to the Library.

**Library Locations:** Service and toner deliveries are required at all locations of the Library:

- A. Schaumburg Township District Library - 130 South Roselle Rd., Schaumburg, IL 60193
- B. Hoffman Estates Library - 1550 Hassell Rd., Hoffman Estates, IL 60169
- C. Hanover Park Library - 1266 Irving Park Rd., Hanover Park, IL 60133

**Site Visits:** Proposers are expected to thoroughly understand the Library's entire print fleet of copiers and printers before submitting their responses. The Library will provide staff guided visits to all Unit locations so the Proposer may examine the current condition of all Units. These individual Proposer visits will be scheduled once a request has been sent to [proposals@stdl.org](mailto:proposals@stdl.org).

**All respondents wishing to submit a response are strongly urged to schedule a site visit.** Submitted proposals will assume all Units have been examined and Proposer changes or additional fees will not be allowed. Termination of contract may also result without penalty to the Library regardless of what contractual stipulations exist if it is later discovered that the Proposer requires additional fees or charges that were not detailed in their response.

**Scope of Work:**

This Proposal encompasses three Components that would allow the Proposer to provide consumables, maintenance, and support engagement opportunities for almost all Units in the Library. Therefore, the Library would prefer to select only one respondent to deliver all Components to consolidate purchases, increase uptime, and reduce costs. Greater preference will be given to Proposers that can provide a single combined solution even if each individual solutions feature-set is not as robust. If a sub-contractor is utilized for any of the Components, such as the large format printer and it's usage, they must be clearly identified on the Proposal response and must provide documentation that they are allowing the Proposer to act on their behalf.

A key objective of this Proposal is to secure stable, predictable costs that cover all services listed below, without hidden fees, and accommodate fluctuations in volume and high color toner usage.

### **Managed Print Services:**

The Library seeks to contract with a Proposer to supply fully compatible toner cartridges that deliver output quality comparable to OEM standards. Toners must not produce artifacts (e.g. streaks, spots, blotches) or cause internal spills.

High-usage printers in public patron areas must receive priority service, including expedited toner replacement and maintenance.

The Proposer is expected to remotely monitor toner levels and print metering and proactively replace toners before depletion to avoid service disruptions. High-capacity toners are preferred. The Proposer must provide a replacement schedule and specify the threshold (e.g., "X days to empty") for initiating replacement. Ideally, toner replacement should be as automated as possible, minimizing Library staff involvement. However, the Library may accept standby toner for manual replacement if it results in cost savings.

The Library permits installation of a virtual machine within its server infrastructure to collect and relay data. This VM will reside in a single network subnet but must be able to support devices across multiple network subnets. The Proposer must ensure only printer/copier statistics are collected and transmitted. They must also provide full support for the VM and ensure it is compatible with the Library's infrastructure as well as be resource efficient.

For non-networked printers directly connected to PCs, the Library is willing to install a monitoring agent on the PC to relay data to the VM. If this is not feasible, the Proposer must provide an alternative solution (e.g. dispatch personnel to collect usage data on-site). The Library will not retrieve or report toner usage data unless substantial discounting is provided.

The Proposer must specify pricing models, including separate costs per color and B/W impressions as well as any overage charges beyond defined thresholds.

Repair and maintenance services, including cleaning and firmware updates, must be included for all devices under the toner contract. The Proposer should outline any per-device charges and ideally offer a service tier that includes all parts and consumables. If unavailable, an estimated annual cost must be provided.

A preventative maintenance schedule should be developed based on device utilization, including recommendations for machine rotation to balance wear. Maintenance must be performed on-site at pre-scheduled times to minimize disruption.

The Proposer is responsible for procurement, installation, configuration, and replacement of all supplies and parts. All parts must be certified for the specific device. The Proposer assumes liability for any damage resulting from faulty parts or improper installation.

If a device requires off-site service, the Proposer must provide a temporary replacement that is functionally identical and compatible with the Library's systems. In other words, there should not be any required changes to clients before temporary printer can be used. The Proposer is responsible for all logistics, including removal, packaging, transport, and reinstallation. Replacement units should be provided within one business day of issue determination.

The Proposer must be easily reachable for service requests not already covered by automated monitoring. A mutually agreed-upon service level agreement (SLA) and response time must be established.

An online portal must be provided with the following features:

- Listing of monitored Units with serial numbers and reference IDs for ticket creation.
- Real-time display of toner levels, consumables, errors/issues, and total impressions.
- Support ticket creation and tracking, with escalation options.
- Metrics review across selectable timeframes (e.g., hourly, daily, monthly, yearly) that should include: toner replacement, impressions printed, errors/issues, and service calls.
- Monthly billing details, broken down by Unit and totals, with historical payment records.

The Proposer must disclose the number of certified repair staff available for dispatch to all Library locations.

Used toner cartridges must be recycled, with the Proposer arranging return shipment at no additional cost beyond agreed terms.

The Library prioritizes environmental responsibility. The Proposer should describe any sustainability programs related to toner use.

The Proposer must comply with all applicable laws and regulations governing printer and copier management.

Payment method and frequency must be coordinated and agreed upon with the Library.



### **Migration Plan for All Printers and Copiers:**

The Library recognizes that discontinued Unit models pose increased security risks, lead to extended downtime, and complicate the procurement of parts, often at higher costs.

The Proposer will conduct a comprehensive survey of all printers and copiers across all Library locations. Based on this assessment, the Proposer will provide a recommended replacement schedule for each Unit. Replacement models must offer equal or improved functionality and operating costs. The Proposer must provide information that will support their recommendation.

A key objective of this plan is to standardize on printer and copier models, ideally from a single manufacturer, to optimize pricing for devices, parts, and consumables. Shared consumables across Units are preferred.

Cost calculations for new Units must also include:

- Freight and delivery
- Installation and setup supplies
- Power conditioning (or at minimum, surge protection)
- Network installation
- Printer calibration to match Library used paper weight and paper color fidelity
- Page layout adjustments, if applicable

The Library prioritizes environmental responsibility. The Proposer should detail any recycling programs they participate in that support this goal.

The Library requests multiple purchase options for new Units, including:

- 36-month lease
- 48-month lease
- 60-month lease
- Outright cash purchase

### **Marketing Department Copier & Printer:**

The Library's Marketing Department seeks to replace its current professional-grade laser printer and high-volume copier with models that offer enhanced color accuracy and layout fidelity for document production.

Any suggested units must support the latest versions of both Windows and MacOS clients.

The Proposer must be able to provide color calibration and advanced print layout assistance for both Windows and MacOS print drivers and the Adobe Creative Cloud Suite (all apps). While, it would be preferred for the Proposer to have support resources on staff, the Proposer may engage external resources that would provide these services, but all payment must go through the Proposer and the Library would not be responsible for compensating any third-party.

The Proposer will detail any DFE/RIP they are recommending to achieve better fidelity between output and onscreen display. The Library would like a solution that is as robust as possible and pricing for the tier above the recommended solution should also be provided as an option.

Both devices will be included under the toner and maintenance contract outlined in the Managed Print Services section above.

### **Marketing Department Copier & Printer Requirement:**

The features listed below are the “minimum” level of functionality required. The goal of these requirements are to demonstrate a “tier” of machine that is desired.

Any features that provide additional functionality yet remain in the same price range as the given tier will be given greater weight when reviewing.

### **Service/Support**

Proposer needs to ensure that they have technicians or external resources available to service all aspects of these devices in regard to **both** hardware and software for the full usage cycle. This includes:

- Installation of all software and drivers
- Configuration of software and drivers for optimal quality of output and speed
- General usage issues and required media settings and configuration
- Layout assistance in determining issues with Adobe Creative Cloud & Microsoft Office files not outputting a layout that matches what is on display.
  - Technician will not be expected to fix files, only determine what changes need to be made to achieve the original document’s layout.
- Color output issues where color displayed is not what is output for Adobe Creative Cloud & Microsoft Office.
  - Technician will not be expected to fix files, only determine what changes need to be made in order to produce desired colors in output.
- Ability to demonstrate and configure all Components of Fiery applications listed below.
- OPTION: List cost for block of 10 hours of Fiery usage training by a Fiery certified technician.

### **Wide Format Printer**

- 1GB Ethernet port
- Media Handling Capabilities: The printer must accommodate rolls of media up to 44 inches in width.
- Media types: It must print to, but not limited to, glossy photo paper and semi-gloss paper.
  - The device must support media with a thickness range of at least 0.07mm (2.76 mil) to 0.8mm (31.5 mil).
- Color and Detail Reproduction: The printer must be a 9 color, or greater, pigment-based ink system. Proposers should provide a metric or description of the printer's ability to produce a broad and accurate color spectrum especially notating the PANTONE range.
- Resolution and Image Sharpness: The printer must produce output with a minimum of 2400 x 1200 dpi.

- Should be able to both: manually as desired, or automatically when job completed; cut paper.
- Must support color calibration and other RIP functionality using Fiery XF Suite.
- Option: Fiery solution that includes all aspects of the Fiery XF Suite w/ 5 year term
  - Color Profiler Option
  - Color Verifier Option
  - Spot Color support
  - FAST RIP
  - Hardware: A Fiery certified server to install the Fiery XF Suite similar in performance to a Fiery proServer Premium

### **Copier**

- 1GB Ethernet port
- Prints 65 pages per min Color & Monochrome
- Print Resolution: Up to 2400 x 2400 dpi
- 600dpi Flatbed Scanner
- 220-Sheet Single-Pass Document Feeder
- Media Weights: Up to 400 gsm
- Paper Inputs: 2 x 540-Sheet Paper Trays (Up to 12 x 18)
  - 1,250-Sheet High-Capacity Feeder (Letter-Only)
  - 250-Sheet Stack Bypass Tray (Up to 13 x 19)
- 3,500-Sheet Output Capacity Booklet Finisher with
  - Multi-position Stapling up to 50-sheets
  - 2/3 Hole Punch
  - V-Folding and saddle-stitch booklets as well as C/Z Folding
- Must support color calibration and other RIP functionality using Fiery Graphics Arts Pro Subscription.
- Fiery solution that includes all aspects of the Fiery TotalFlow Bundle Advanced w/ 5 year term:
  - Graphic Arts Pro Subscription
  - Impose,
  - Compose,
  - Color Profiler Suite,
  - Image Viewer,
  - Pre-flight,
  - Post-flight,
  - Spot-Pro
  - Hardware: spectrophotometer (at least the same specs as ES-3000)
  - Hardware: A Fiery certified DFE similar to a NX One that is fully compatible with the suggested copier.
- OPTION: Please also include option to upgrade the Fiery certified DFE to a NX Pro class DFE.

**Schaumburg Township District Library  
Proposal Submittal Instructions**

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**Organization of Proposal**

All submitted Proposals must be organized into these major sections:

1. Cover Letter
  - A. Listing of which Proposal Components are being responded to.
2. Statement of Work
  - A. MANAGED PRINT SERVICES
    1. Scope of Work verification questions
    2. Costs
    3. Implementation Plan
    4. Ongoing Service and Supply
  - B. MIGRATION PLAN FOR ALL PRINTERS AND COPIERS
    1. Scope of Work verification questions
    2. Costs
    3. Implementation Plan
    4. Ongoing Service and Supply
  - C. MARKETING DEPARTMENT COPIER & PRINTER
    1. Scope of Work verification questions
    2. Costs
    3. Implementation Plan
    4. Ongoing Service and Supply

Each section above includes a mention of “verification questions” for each scope of work. These are restated questions from the scope of work sections above. It is desired that the Proposer incorporates the answers to these questions in either direct question/answer format or as a detailed response paragraph. This will allow the Library to verify if all of its desired features are able to be provided.

Following are descriptions that expand upon the outlined points above and are expected to be addressed in Proposer responses:

**Cover Letter**

- The Cover Letter must contain the name of the Proposer and the Proposer’s address, email, and telephone number.
- The letter should also indicate that the signer is authorized to bind the Proposer contractually and must identify the title or position of the signer.
- Include a certificate of good standing for the State of Illinois, as applicable.
- Include the Proposer’s qualifications to provide and implement the Project, as well as a brief narrative summarizing the Proposal.

- Specify if all proposed products are able to be offered under a purchasing contract such as SourceWell, OMNIA Partners, or MHEC. The Library requires this confirmation as it is necessary to assist in the purchasing process.
- Include the three current customer references as detailed above.
- Enumerate and provide the same information for any externally engaged resources/sub-contractors.

#### Listing of Proposal Components being responded to

1. Are you able to provide all three Components of the Scope of Work, if not, which Components are you providing?
2. How are able to reduce costs for the Library by supplying the Components you are providing?
3. Why are you the best choice to be awarded the Library's Proposal?
4. Are you able to help stabilize pricing throughout the year, so your services can be budgeted for annually and paid monthly?

#### **Statement of Work**

The Library requires the development of a detailed Statement of Work based on the above Component's sections that details the Library's desired goals prior to contract signing.

#### **COMPONENT MANAGED PRINT SERVICES:**

##### Scope of Work verification questions

To help set a baseline to information that should be included in a Statement of Work that fully describes the solution being provided, please include replies to the following questions in your Proposal response:

1. Are suggested toners fully compatible with existing units?
2. What prevents suggested toners from streaking, spotting, and blotching on output and spilling inside of printers?
3. Will public printers receive priority service and timely toner shipments as they will have higher usage?
4. Are you able to remotely monitor printer usage, toner levels, and gather printer information such as serial numbers and errors?
5. How many days or percentage of toner left do you recommend before sending a replacement toner?
6. Are you able to dispatch a technician to replace the toners during agreed upon times, minimizing staff involvement?
7. Will dispatched technicians have a spare toner in case the first one they install is faulty?
8. What procedures would a dispatched technician follow to verify the new toner is functioning correctly.
9. How are used toners returned to you for recycling?

10. Do you suggest supplying a spare toner of each color for each type of Unit to be used in case of unexpected need?
11. Do you need to install a Virtual Machine on the Library's infrastructure in order to gather printer usage statistics.
12. If you do require a Virtual Machine, can it gather information from printers on different subnets?
13. What requirements would the Virtual Machine have in terms of virtual resources (CPU, Memory, HD Space, access to the internet).
14. How many times a year does this Virtual Machine typically need to be updated?
15. Are you able to provide complete support for this Virtual Machine and resolve all common issues for the Library?
16. How do you envision collecting usage statistics for non-networked Units that are directly connected to a PC via USB cable?
17. Have you included costs per color impression, B/W impressions, and overages in your pricing?
18. Do you offer repair and maintenance services?
19. If you offer these services, what is and is "not" included in them?
20. Is there a higher service tier that does include these?
21. If you do not offer these services as part of a subscription, have you provided a suggested amount of service calls and parts costs that is expected throughout the year in your pricing?
22. Will you be providing a preventative maintenance schedule in your Proposal response?
23. Please verify that you will be responsible for procurement, installation, configuration, and replacement of all supplies and parts?
24. Please confirm that you use certified parts intended for the Units they are installed in and that you are liable for any damage resulting from faulty parts or improper installation of them.
25. Are you able to provide loaner units that will not impact Library operations and act as "drop-in" replacements while a Unit is taken off-site for additional service?
26. Please confirm that any Units taken off-site for service will be packaged, picked-up, shipped, returned, un-packaged, and swapped with loaner units by your technicians?
27. Is the Library able to create service requests in addition to the automated ones, if it feels a machine needs service sooner?
28. Can you provide the Library access to an online portal that offers the features described in the scope of work?
29. Have included how many service technicians are available to be dispatched to Library in a typical next business day service call?
30. Please verify you will recycle returned toner cartridges.
31. Are you using any sustainable services to recycle returned toner cartridges?
32. Please confirm you will follow all applicable laws and regulations governing printer and copier management.
33. Did you list accepted payment methods and acceptable frequency of payments in your pricing?

### Cost Proposal

Proposers should submit using the format below:

1. List all Units that the Proposer is **not** willing or able to put under contract and the reason from the supplied list above. This will allow the Library to determine if the total number of devices is aligned

with the Library's goals.

2. List all Units that the Proposer will be able to put under contract with the cost per each toner for the Unit as well as typical parts & consumables not covered under maintenance for a given year. This will allow the Library to compare Proposer's on-going costs.
3. Identify major milestones for this Component of the Proposal. These milestones will be used as stages at which the Library can be invoiced upon completion, once the Library has approved their fulfillment. The milestones should include all fees, hardware, services, and third-party costs needed to implement that stage.
4. Please also include initial and final costs as milestones, so a schedule of all payments necessary to complete the proposed Proposal Component can be created and included with the overall cost of the Component.
5. Label third party costs as "Third Party" when including them in the milestones for the above schedule of payments.
6. Label options listed as "Option" and include them in the milestone that they would need to be purchased in, but do **not** include their cost in the total for that milestone.
7. All pricing must be submitted as fixed by milestone. Costs listed as "to-be-determined" or estimated will not be scored.
8. All service costs must be provided on a task or completion basis with cost assigned to each milestone, deliverable, and/or task.
9. It is the responsibility of prospective Proposers to ascertain the condition of the existing printers & copiers and determine whether they can assume responsibility of those printers, and how much repairs or replacements will cost. These costs must be documented in any Proposal response.
10. Proposers must submit implementation costs as fully loaded rates.

By submitting a response, all Proposers acknowledge that all pricing must be included in the implementation milestones.

### Implementation Plan

This section should describe the proposed implementation plan for the Managed Print Services Component. Proposers should identify likely Library resources that must be devoted to this Project.

1. Provide a summary of all milestones and their intended results in regard to implementation.
2. Provide a detailed plan for each milestone and include information that details:
  - a. The state that the Component's solution is in.
  - b. List the recommended sequence of tasks, activities and purchases that need to occur in order to complete this milestone including:
    - What tasks need to be completed by Library staff before the Proposer can proceed to work on the milestone.
    - The tasks that will be completed during this milestone.
    - The physical equipment and supplies that need to be purchased during this milestone.
  - c. Description of key deliverables and how they relate to the implementation approach and activities.

- d. Explanation of advantages, amount of envisioned downtime, and any risks associated with this milestone.
- 3. Explain the proposed Proposer staffing for the Component, including:
  - a. How many staff the Proposer will have assigned to the Component.
  - b. Approximate dedication to the Component of each resource and approximate time work will be completed on-site and off-site.
  - c. Major roles and responsibilities of each resource.
- 4. Provide an overview of a proposed training plan or strategy, specifying how and when training is to be delivered by the Proposer to Library's end-user staff, and IT personnel (if required for administration).
  - a. Explain any roles and responsibilities the Library is expected to provide for the training effort including (but not limited to) training coordination, training material development, and training delivery.

### Ongoing Service & Supply

After the Component is fully implemented, the Proposer shall detail their recommended procedures and additional costs to manage the post-implementation and on-going support & supply of the devices placed under contract, including any page count overage limits. Please include the following as part of the procedures:

- 1. Describe proposed services, including:
  - a. Management and print volume tracking for all printers
  - b. Supply and delivery of toner and replacement parts
  - c. Maintenance of toner inventory stock for each printer at all locations of the Library
  - d. Onsite service of printers as needed, and availability of a replacement printer should offsite service be required
  - e. Continued cooperation with the Library's IT Department
  - f. Customer support access for questions and requests for service
  - g. Printer cleanings as requested
- 2. For each of the services proposed, explain service levels that will be used to guarantee performance for the Library through the proposed contract.
- 3. Include sample copies of any agreement that the Library would be required to sign upon Contract Award, as well as a sample Component plan.



## COMPONENT: MIGRATION PLAN FOR ALL PRINTERS AND COPIERS:

Proposers should describe a plan for the potential replacement of all Library printers and copiers with a new uniform model(s). Include the following information:

### Scope of Work verification questions

To help set a baseline to information that should be included in the Statement of Work, please include responses to the following questions:

1. Did you schedule a site visit with us before submitting your Proposal response?
2. Were you able to view all Units at all Library locations to your satisfaction?
3. Why are the models you are suggesting for replacement the best choice for the Library?
4. How will new models reduce the current complexity of the Library's print fleet of printers and copiers?
5. Did you include the following in your pricing for all quoted replacement units: Freight and delivery, Installation and setup supplies, Power conditioning, Network installation, and Printer calibration
6. Removal and disposal plan for current printers
7. Disposal cost or credit for current printers
8. Proposed model(s) and quantity (quantities) of new printers
9. Purchase cost options for new printers (36-month / 48-month / 60-month leases, outright cash purchase)
10. Installation and configuration plan and costs for new printers
11. Any applicable warranties
12. Advantages AND disadvantages associated with a complete fleet replacement

### Cost Proposal

Proposers should submit using the format below:

1. Provide two plans that detail a yearly replacement schedule for all of the Library's Units.
  - A. The first plan will be the minimum number of units that need to be replaced each year in order to realize maximum value from currently owned Units.
  - B. The second plan should expand the first plan and detail what the Proposer views as the optimal number of Units to replace each year in order to, have identical Units that would, minimize the number of different toners and reduce costs overall. The Library's goal is to replace at most 5-10 Units a year depending on cost of each Unit.
2. For each Unit that is suggested to be replaced, include the recommended model and the long-term availability of that unit, as the Library will be interested in purchasing new units in the future years.
3. **For the pricing of this Component in the Proposal response**, the Proposer should include pricing for the replacement of all Library Units that were **not able to be covered** under their managed print services as detailed in the "first plan", **so all Unit locations can be managed by the Proposer**.
  - A. Include an Option price that would include additional printers for the current year as detailed in "second plan" that would further reduce the Library's yearly costs. Do **not** include this in the total.
4. Identify major milestones for this Component of the Proposal. These milestones will be used as stages

at which the Library can be invoiced upon completion, once the Library has approved their fulfillment. The milestones should include all fees, hardware, services, and third-party costs needed to implement that stage.

5. Please also include initial and final costs as milestones, so a schedule of all payments necessary to complete the proposed Proposal Component can be created and included with the overall cost of Component.
  - A. Make sure to add removal and disposal costs as well as credits for all replaced Units in the “final” milestone.
6. Label third party costs as “Third Party” when including them in the milestones for the above schedule of payments.
7. Label options listed as “Option” and include them in the milestone that they would need to be purchased in, but do **not** include their cost in the total for that milestone.
8. All pricing must be submitted as fixed by milestone. Costs listed as “to-be-determined” or estimated will not be scored.
9. All service costs must be provided on a task or completion basis with cost assigned to each milestone, deliverable, and/or task.
10. It is the responsibility of prospective Proposers to ascertain the condition of the existing printers & copiers and determine whether they can assume responsibility of those printers, and how much repairs or replacements will cost. These costs must be documented in any Proposal response.
11. Proposers must submit implementation costs as fully loaded rates.

By submitting a response, all Proposers acknowledge that all pricing must be included in the implementation milestones.

### Implementation Plan

This section should describe the proposed implementation plan for the Migration Plan Component. Proposers should identify likely Library resources that must be devoted to this Project.

1. Provide a summary of all milestones and their intended results in regard to implementation.
2. Provide a detailed plan for each milestone and include information that details:
  - a. The state that the Component’s solution is in.
  - b. List the recommended sequence of tasks, activities and purchases that need to occur in order to complete this milestone including:
    - What tasks need to be completed by Library staff before the Proposer can proceed to work on the milestone.
    - The tasks that will be completed during this milestone.
    - The physical equipment and supplies that need to be purchased during this milestone.
  - c. Description of key deliverables and how they relate to the implementation approach and activities.
  - d. Explanation of advantages, amount of envisioned downtime, and any risks associated with this milestone.
3. Explain the proposed Proposer staffing for the Component, including:

- a. How many staff the Proposer will have assigned to the Component.
  - b. Approximate dedication to the Component of each resource and approximate time work will be completed on-site and off-site.
  - c. Major roles and responsibilities of each resource.
4. Provide an overview of a proposed training plan or strategy, specifying how and when training is to be delivered by the Proposer to Library's end-user staff, and IT personnel (if required for administration).
  - a. Explain any roles and responsibilities the Library is expected to provide for the training effort including (but not limited to) training coordination, training material development, and training delivery.

### Ongoing Service & Supply

After the Component is fully implemented, the Proposer shall detail any additional costs that are required to place these devices placed under the managed services contract. Please include the following as part of the response:

1. Describe any differences in the stock, maintenance, support, supply and delivery of toner and replacement parts in relation to the first Component.
2. Include sample copies of any agreement that the Library would be required to sign upon Contract Award, as well as a sample Component plan.

## **COMPONENT MARKETING DEPARTMENT COPIER & PRINTER:**

### Scope of Work verification questions

To help set a baseline to information that should be included in the Statement of Work, please include responses to the following questions:

1. Did you suggest at least comparable units for replacement with what is currently present in the Marketing Department?
2. How are these new units better than the Units they are replacing?
3. Do these new units support the latest versions of both Windows and MacOS clients?
4. Are you able to provide color calibration and advanced print layout assistance for both Windows and MacOS print drivers?
5. Are you recommending the addition of a DFE/RIP to achieve better fidelity between output and onscreen display?
6. Can these new units be placed under the same managed service contract that the rest of the Library's Units will be using?
7. Are you able to fully support the installation, configuration, and troubleshooting of these devices.
8. Are you a Fiery reseller or have partnered with one?
9. Who will provide support for issues regarding color accuracy and layout issues?

### Cost Proposal

Proposers should submit using the format below:

1. Create three sections for the pricing.
  - A. The first section should include all pricing for the purchase, transportation, installation, configuration, calibration of the new Large Format Printer. Also include the removal and disposal of the existing unit.
    - List an Option for the Fiery XF solution as well.
  - B. The second section should include all pricing for the purchase, transportation, installation, configuration, calibration of the new Copier. Also include the removal and disposal of the existing unit.
  - C. The third section should include all training, calibration and configuration of the Fiery unit for the Copier.
    - List an Option for the same, but for the printer's Fiery XF solution.
2. Identify major milestones for this Component of the Proposal. These milestones will be used as stages at which the Library can be invoiced upon completion, once the Library has approved their fulfillment. The milestones should include all fees, hardware, services, and third-party costs needed to implement that stage.
3. Please also include initial and final costs as milestones, so a schedule of all payments necessary to complete the proposed Proposal Component can be created and included with the overall cost of Component.
  - A. Make sure to add removal and disposal costs as well as credits for all replaced Units in the "final" milestone.
4. Label third party costs as "Third Party" when including them in the milestones for the above schedule of payments.
5. Label options listed as "Option" and include them in the milestone that they would need to be purchased in, but do **not** include their cost in the total for that milestone.
6. All pricing must be submitted as fixed by milestone. Costs listed as "to-be-determined" or estimated will not be scored.
7. All service costs must be provided on a task or completion basis with cost assigned to each milestone, deliverable, and/or task.
8. Proposers must submit implementation costs as fully loaded rates.

By submitting a response, all Proposers acknowledge that all pricing must be included in the implementation milestones.

### Implementation Plan

This section should describe the proposed implementation plan for the Marketing Copier & Printer Component. Proposers should identify likely Library resources that must be devoted to this Project.

1. Provide a summary of all milestones and their intended results in regard to implementation.
2. Provide a detailed plan for each milestone and include information that details:
  - a. The state that the Component's solution is in.
  - b. List the recommended sequence of tasks, activities and purchases that need to occur in order to

complete this milestone including:

- What tasks need to be completed by Library staff before the Proposer can proceed to work on the milestone.
  - The tasks that will be completed during this milestone.
  - The physical equipment and supplies that need to be purchased during this milestone.
- c. Description of key deliverables and how they relate to the implementation approach and activities.
  - d. Explanation of advantages, amount of envisioned downtime, and any risks associated with this milestone.
3. Explain the proposed Proposer staffing for the Component, including:
    - a. How many staff the Proposer will have assigned to the Component.
    - b. Approximate dedication to the Component of each resource and approximate time work will be completed on-site and off-site.
    - c. Major roles and responsibilities of each resource.
  4. Provide an overview of a proposed training plan or strategy, specifying how and when training is to be delivered by the Proposer to Library's end-user staff, and IT personnel (if required for administration).
    - a. Explain any roles and responsibilities the Library is expected to provide for the training effort including (but not limited to) training coordination, training material development, and training delivery.

#### Ongoing Service & Supply

After the Component is fully implemented, the Proposer shall detail any additional costs that are required to place these devices under the managed services contract. Please include the following as part of the response:

1. Describe any differences in the stock, maintenance, support, supply and delivery of toner/ink and replacement parts in relation to the first Component.
2. Include rates per hour and block of hours for advanced configuration, trouble-shooting, and calibration of devices.
3. Include sample copies of any agreement that the Library would be required to sign upon Contract Award, as well as a sample Component plan.

**Listing of all Units owned by the Library at all locations:**

<b><u>Model</u></b>	<b><u>Quantity in Library</u></b>
HP Color LaserJet 500 M551	1
HP Color LaserJet CM3530fs MFP	1
HP Color LaserJet CP3525x	2
HP Color LaserJet Enterprise 500 MFP M575f	2
HP Color LaserJet Enterprise Flow MFP M681z	4
HP Color LaserJet Enterprise M455dn	1
HP Color LaserJet Enterprise M553dn	2
HP Color LaserJet Enterprise M553x	4
HP Color LaserJet Enterprise M652dn	1
HP Color LaserJet Enterprise M653dn	1
HP Color LaserJet Enterprise M856dn	1
HP Color LaserJet Enterprise MFP M680	1
HP Color LaserJet M455	2
HP Color LaserJet Pro 400 M451dn	6
HP Color LaserJet Pro 400 M451dw	1
HP Color LaserJet Pro 400 M451nw	2
HP Color LaserJet Pro 500 MFP M570dn	1
HP Color LaserJet Pro M452dn	2
HP Color LaserJet Pro M454dn	7
HP DesignJet Z6810ps	1
HP LaserJet 4350n	2
HP LaserJet 5200n	1
HP LaserJet Enterprise 600 M602dn	5
HP LaserJet Enterprise Flow MFP M634	1
HP LaserJet Enterprise Flow MFP M634h	2
HP LaserJet Enterprise M605dn	7
HP LaserJet Enterprise M608dn	2
HP LaserJet Enterprise M611dn	1
HP LaserJet Enterprise MFP M528	1
HP LaserJet Enterprise MFP M632fht	1
HP LaserJet Managed M605dnm	1
HP LaserJet MFP M4345	2
HP LaserJet Pro M402dw	1
HP LaserJet Pro MFP M426fdw	2
HP LaserJet Pro MFP M521dn	1
Panasonic DP-C213-PU	1
Riso MZ790U	1
avin IM C3500	4
Savin IM C6000 Printer/Copier	1