



Request for Proposal

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Due Date: December 7, 2021

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1. INSTRUCTIONS

Mid Michigan Community Action Agency, Inc is conducting a sealed bid process to select a provider of managed print services. Please read through the RFP Objectives thoroughly and make sure that all points can be addressed.

Questions regarding any aspect of this RFP must be submitted in writing, via email to Mark Polega, Operations Director at mapolega@mmcaa.org. Questions must be submitted by 11-23-2021. Answers will be published to the agency's website www.mmcaa.org. All respondents will have access to any questions that come in.

Responses to the RFP must respond to every question. Incomplete responses will not be considered. Pricing information must also be provided. Bids with little or incomplete pricing information will not be considered.

Completed responses must be submitted via to Mark Polega, Operations Director no later than 3:00pm on December 7th, 2021. Bids received after that time will not be considered, no exceptions.

2. BACKGROUND & REQUIREMENTS

Company Information

Mid Michigan Community Action Agency, Inc (Mid Michigan CAA) is a regional, 501(c)3 non-profit agency providing human service programs to low-income individuals and families across 10 counties across the area. In a typical year, the agency provides services to over 12,000 households expending \$10 million in federal, state and local grant funds.

RFP Objectives

The proposal's overall objective is to select a provider for Managed Print Services. Candidates must meet the minimum criteria listed below to be considered for this service agreement.

- Utilize a data-driven approach to determine the types of printers/copiers appropriate for each Mid Michigan CAA location. Includes (Bay, Clare, Gladwin, Mecosta, Midland, Muskegon, Oceana, Osceola and Saginaw Counties).
- Coordinate with existing Managed IT Service provider to add/remove devices from network via print server.
- Provide ongoing repair/support that is included in the Managed Services contract.
- Provide timely and well-coordinated service on all applicable equipment. Service levels should be included in this response.
- Provide printer/copier supply monitoring and automated ordering process.
- Provide quarterly reporting of print usage.
- Assign an account representative with at least biannual check-ins.
- Lease of new equipment is preferred.
- Five-year agreement is preferred.

Current Business Environment

Site Information

<u>Site Name</u>	<u>Location</u>	<u>Approximate # users</u>	<u>Devices</u>	<u>Avg Monthly Volume B&W/Color</u>
Bay City Outreach	Bay City	12	XEROX VERSALINK B404 B&W LASER MFP XEROX WC3655 47PPM B/W MFP	14134 779
Beaverton CAPS*	Beaverton	7	XEROX WC6655 COLOR MFP 36PPM SOT	7583/4009
Big Rapids 2 (Outreach)*	Big Rapids	2	XEROX WC3655 47PPM B/W MFP	5000
Big Rapids Eastwood ECS*	Big Rapids	4	XEROX WC6605DN COLOR LASER MFP	2486/1449
ClareCastle Preschool	Clare	6	XEROX WC6605DN COLOR LASER MFP	1356/746
Coleman*	Coleman	4	XEROX VERSALINK C405 COLOR LASER	4378/3458
Farwell Admin	Farwell	80	XEROX WC3655 47PPM B/W MFP (3) TOSHIBA eStudio 3005AC** HP M227FDN BLK PTR (8) XEROX WORKCENTRE 7845 W/HI CAP TANDEM XEROX WORKCENTRE W7225PT2 MFP W/4 TRAYS TOSHIBA eStudio 6506AC** XEROX PHASER 4622DN MONO LASER XEROX WC6605DN COLOR LASER MFP RISO AMV	AVG 7900 2733/1732 AVG 1000 22479/225 6470/2847 6527/8033 7877 5549/2107 10986
Farwell CAPS	Farwell	8	XEROX WC6655 COLOR MFP 36PPM SOT	7161/3278
Farwell Elementary Preschool*	Farwell	6	XEROX WC6655 COLOR MFP 36PPM SOT	3833/1980
Gladwin ECS/Outreach	Gladwin	16	XEROX WC6655 COLOR MFP 36PPM SOT XEROX WC3655 47PPM B/W MFP	10610/3203 5666
Gladwin Elementary*	Gladwin	3	XEROX WC6605DN COLOR LASER MFP	1674/1094
Harrison CAPS*	Harrison	6	XEROX WC6655 COLOR MFP 36PPM SOT	4367/2724
Harrison Hillside Elementary*	Harrison	4	XEROX VERSALINK C405 COLOR LASER	1982/1676

Midland Longview*	Midland	19	XEROX WC3655 47PPM B/W MFP (2) XEROX WC6655 COLOR MFP 36PPM SOT XEROX PHASER 4622DN MONO LASER	AVG 5800 4387/3577 1521
Midland Outreach*	Midland	2	XEROX WC3655 47PPM B/W MFP	4178
Muskegon Outreach	Muskegon	3	XEROX VERSALINK B404 B&W LASER MFP	530
Oceana Outreach	Hart	2	HP DESKTOP MFP	1500
Reed City*	Reed City	4	XEROX WC3655 47PPM B/W MFP	3503
Saginaw SSVF*	Saginaw	2	HP DESKTOP MFP	2000
Warehouse	Clare	5	XEROX WC3655 47PPM B/W MFP	3608

****Lease ends October 2022**

3. BIDDER INFORMATION

Corporate Information

3.1.1 Briefly provide a corporate overview, including at a minimum:

- Length of time in business
- Length of time providing proposed services
- Number of full-time employees and area of involvement: Repair/Technical Support, Sales Support, Administrative Support.
- Location of office to service the account.

Response:

Corporate References

3.1.2 Provide three references with organizations currently receiving the service you are proposing for MMCAA.

Response:

4. SUPPORT AND IMPLEMENTATION OVERVIEW

- 4.1.1 Describe the approach the firm will use in providing the services requested. Describe how the firm is positioned to provide the services requested, with a history of experience on providing similar services.

Response:

- 4.1.2 Provide a proposal of equipment at each location.

Response:

- 4.1.3 Describe the implementation process, including timeframe, for onboarding MMCAA as a managed print service client. This should include an estimate of the billable hours it will take to complete any and all installation/recovery of equipment including any necessary coordination with agency's managed IT service provider. Description should also include a proposal of the equipment to be installed and justification for its selection.

Response:

- 4.1.4 Describe the training associated with any new/unfamiliar equipment.

Response:

- 4.1.5 Describe the features and benefits offered as a part of your managed service package. Provide documentation of your SLA (Service Level Agreements) highlighting response times for service calls, process for placing service calls, ability to coordinate with Mid Michigan CAA's managed IT services provider, supply replenishment process, automated supply monitoring and page/copy counts, and any other benefits.

Response:

- 4.1.6 Describe the commitment that will be made (Monthly, Yearly, etc.) by an account manager or equivalent to review the current projects, status of our environment, and to review and advise on Mid Michigan CAA's planning and budgeting process relative to print volumes, lease payments, etc.

Response:

- 4.1.7 Describe the ability and process of adding additional equipment to the contract mid-term.

4.1.8 Provide your proximity and travel charges to each of our locations for on-site work.

Response:

5. PRICING

- 5.1 Provide a detailed cost proposal. Differentiate between upfront costs, lease payments (including term), and support/maintenance costs. Transparency in cost structure is strongly preferred.

Response:

- 5.2 Describe any additional costs that may arise such as shipping & handling, maintenance not covered under the service agreement, etc.

Response: