



**Buffalo
Hanover
Montrose**

BHM SCHOOLS

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Request for Copier and Maintenance Agreement
Due Monday, April 6, 2026
2:00 p.m. Central Standard Time

PART 1 - GENERAL

1.01 DEFINITIONS

The term “District” means Buffalo-Hanover-Montrose Independent School District No. 877 and any department or board of the school district. The terms “Vendor” and “Contractor” means the person, firm, or corporation who is submitting this Proposal for consideration to furnish, deliver, and install the specified products and services. “Maintenance” means all supplies and service used when operating a copier including but not exclusively any toner, parts, repair service, staples, etc. It does not include paper. “Price per copy” is the cost charged to copy one side of a piece of paper or what is known as the “click” charge, PLUS the Maintenance AND the Lease costs.

1. OBJECTIVES

While the District recognizes the need for copying devices in the schools and desires the advantage of technological enhancements where there is a fit, it is committed to wisely spending public money for such devices.

It is the District’s goal to establish a conterminous approximately five (5) year agreement and business relationship with a vendor who will establish a program to provide for all District sites the appropriate product and service specifications shown here in for the lowest total cost. This program must be able to be administered and managed with ease by staff in the District Technology Department.

The District would like to upgrade copiers at all locations at least every five (5) years, and on some occasions sooner, without any penalty in the form of extended lease term, payment, or other. This may or may not preclude third-party leasing.

The contract period will begin on or about July 1, 2026 for a period of five (5) years, ending on June 30, 2031.

To this end, the District requests proposals from vendors with a desire to enter into such an agreement.

2. INVITATION FOR PROPOSALS

PROPOSAL # B877001 COPIER AND MAINTENANCE PROGRAM

Sealed proposals will be received at the Technology Department of Buffalo-Hanover-Montrose Independent School District No. 877, 214 1st Avenue NE, Buffalo, MN, 55313 until 2:00 p.m. Central Standard Time, on Wednesday, April 6th, for the furnishing, delivery, installation and maintenance of a **Copier and Maintenance Program** in accordance with the specifications set forth herein and the “other” terms, conditions and instructions to the specifications. All proposals received after the time stated will not be considered. The Vendor assumes the risk of any delay in the mail or in the handling of mail by employees of the school district. Whether the proposal is sent by mail or by means of personal delivery, the Vendor assumes responsibility for having their proposal clocked in on time at the place specified. Fax or telephone amendments will not be accepted at any time. Vendors are asked to submit two (2) copies of their proposal for evaluation. **At the opening of the proposals only the names of the vendors submitting proposals will be announced. All other information will not become public until an award has been made and/or approved by the School Board.** All costs associated with the proposal will be the responsibility of the Vendor.

1.04 INSTRUCTION TO VENDORS

- A. Both copies of the proposals must be typewritten or printed in ink and submitted with the forms provided at the end of this document.
- B. All proposal envelopes must bear the inscription, “**B877001, COPIER AND MAINTENANCE PROGRAM**” and be addressed to: Mat Nelson, Technology

Department, 214 1st Avenue NE, Buffalo, MN, 55313.

Questions: Call or e-mail: Mat Nelson; phone: 763-682-8426, email: mnelson@bhmschools.org or Ryan Tangen phone 763-682-8708, email: rtangen@bhmschools.org

- C. If the District determines that there is a discrepancy in or omission from this RFP, an addendum will be issued to all potential proposers.
- D. Withdrawal of Proposals: A proposal once delivered to the formal custody of Independent School District 877 may not be withdrawn until after the proposals are opened and acknowledged; and no proposal may be withdrawn for a period of forty-five days from the opening thereof. Once documents have been received by Independent School District 877 all documents become the property of Buffalo-Hanover-Montrose Independent School District No. 877. When documents are opened they become public information and any restrictions put upon the school district regarding the sharing of information or duplicating copies after opening will be grounds to reject those proposals.
- E. Collusion of Vendors: Collusion of vendors is cause for rejection of all vendors thus involved.
- A. Vendor must prepare and submit its proposal in accordance with the instructions in this document. **The District may, at its sole discretion, reject a proposal that deviates from these instructions.**
- G. The following must be included as part of the proposal:
 - 1. Complete Proposal including all requirements specified in this RFP.
 - a. Vendor requirements as shown in Section 1.05.
 - b. Costs for products offered and lease financing.
 - c. Descriptions and extensive specifications for all products offered.
 - 2. Vendor Support Form (Sec. 3.01)
 - 3. References (Sec 3.02)
 - 4. Signed Acceptance Form (Part 4)

1.05 VENDOR QUALIFICATIONS

Contractor must be qualified by experience and adequate financing to provide the equipment and services set forth in this RFP. A potential contractor must demonstrate this ability by providing the information set forth below.

- A. The contractor must demonstrate that it currently has a local area service unit that can provide a sufficient number of skilled technicians, fleet equipment, management personnel, and an adequate inventory of repair parts to effectively support the District's program. Contractor should state how many certified technicians it employs, a guaranteed response time for service, how much stock, repair parts, and supplies it has on hand in the Twin Cities area.
- B. The Contractor must provide evidence that it can provide a performance surety to the District in the amount of \$1 million.
- C. If the Contractor seeking to submit a proposal in response to this RFP is not the manufacturer of the copiers offered, then the Contractor must provide a written letter from an authorized representative of the copier manufacturer(s). The letter(s) must state, unequivocally, that the manufacturer agrees to assume responsibility for the performance of the balance of any contract awarded by the District as a result of this RFP, in the event the contractor fails to perform acceptable services under the contract.
- D. The Contractor must guarantee that they have full and legal right of material delivered and agrees to indemnify and to entirely hold harmless the District from any and all claims, demands, damages, actions, or causes of action, arising or to arise against the District by reason

- E. The Contractor shall have been in the copier rental business for a minimum of 3 years.
- F. The Contractor shall have represented the proposed equipment line for a minimum of 2 years.
- G. The Contractor shall have been in the networking support business for a minimum of 3 years.
- H. The Contractor will be required to provide monthly reports for each location that shows the copier(s) and identification, meter reads, number of copies used, cost per copy, repairs, and total dollars invoiced. In addition, the Contractor will be required to provide reports showing down time, response time, and repairs made at each location.

1.06 LIABILITY

To the fullest extent permitted by law, the CONTRACTOR shall defend, indemnify, and hold harmless the District, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the acts, errors, omissions or mistakes relating to the performance of the Contract. CONTRACTOR’S duty to defend, indemnify and hold harmless the District, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property, including loss of use resulting therefrom, caused by any acts, errors, omissions or mistakes in the performance of the Contract including any person for whose acts, errors, omissions or mistakes, the CONTRACTOR may be legally liable.

1.07 PROPOSAL AWARD

Award will be made by the School Board of Buffalo-Hanover-Montrose Independent School District No. 877. The award will be based upon, but not necessarily limited to, a comprehensive review, analysis, and negotiation. The District will evaluate proposals based on the following criteria for the specifications shown in this RFP. The maximum possible score for each criterion is shown.

Criteria	Points Avail.
Commitment to a five-year partnership with the District to the lowest total cost per copy on newly leased and existing district-owned print devices.	50
Service, Parts, and Technical support on all newly leased and existing district-owned print devices. Prior Experience with vendor/reputation.	25
Ability to meet district technology needs, including - Two Booklet Makers, Size/Specs of Machines - Ease of use of Storefront Software - Papercut Software included	20
Commitment to implementing an easy contract management strategy and support of the digital storefront	5

Right is reserved to award this proposal in whole to a single supplier or to reject any or all proposals if it is in the best interest of the School District to do so. The School Board reserves the right to reject any or all proposals or parts of proposals and to waive informalities in the proposals. It is the intent of the District to have a contract with a sole supplier to take effect in July of 2020 or as soon after as possible.

PART 2 – SPECIFICATIONS

2.01 DISTRICT INTENT

The intent of this Request for Proposal is to establish a contractual relationship for a cost per copy agreement on existing copy machines and printers for a service and maintenance program based on a cost per click wherein the contractor supplies the scheduled routine maintenance, repairs, parts, ALL consumables (except paper) and any click charges on existing machines. Additionally, the district is looking to establish a relationship to purchase or lease Multi Function Devices that would replace aging copy machines. All copiers must be compatible with the District's central copying process and systems. Currently, the District has approximately 25 copy machines of various sizes, makes, and speeds and approximately 64 Hewlett Packard networked printers.

Contractor shall be committed to working with the District to determine on a location-by-location basis the right size equipment for volume and efficiency and placing that equipment as soon as possible.

The Contractor will be responsible for providing ALL phases of copier services. This shall include providing new copy machines where requested, providing prompt maintenance (both preventative and remedial), providing all supplies (except paper), providing accounting and invoicing data, providing delivery and copier set-up services, providing copier volume usage reports and providing both initial and continuous operator training. The costs for the foregoing services shall be included in the unit price per copy as stated above.

In addition, the District is interested in pricing and support on behavior modification software that can be utilized to assist end users in making appropriate and cost effective printing decisions. The District currently utilizes PaperCut as a behavior modification software and has a desire to expand features of this tool. All services provided should have web-based management tools to track printing, supplies, and notify the status of devices. This should be accessible to the district.

2.02 REPLACEMENT SCHEDULE

The schedule to replace copiers is maintained at the building level. We have a number of copiers near end of life, including our main print shop large copiers. [Our current fleet of copiers and printers can be found here:](#)

<https://docs.google.com/spreadsheets/d/1egWaim-2Ar81te7k1Vi7j3XXpFs2HzCDOK9scEXYcTQ/edit?gid=0#gid=0>

We would look to the vendor selected to work with us on establishing a replacement cycle for the other machines that will allow us to run in the most cost effective manner going forward inside budget and cash-flow constraints.

2.03 PRODUCT RANGE FOR LEASE

The District envisions that the Proposer will offer a product for ranges of usage or volume. For example: A model of multi-function device would be offered for using 0 to 10,000 copies/prints annually, another model would be offered for using 10,001 to 100,000 copies/prints annually, etc. There should be only 3 to 5 ranges and the ranges should be labeled "Walk-up", "Low", "Medium", "High" volumes or something similar. Vendor should propose a monthly lease cost to the District for each product or model offered for the range indicated. Vendor should also propose finishing equipment options and pricing for each device proposed. All newly leased units should have a cost-per-copy price and have copy, scan, and fax capability. Vendor should also propose options to eliminate district analog telephone line faxing equipment and move to a central faxing option. Some locations will also require color and there should be products to meet that need.

Since this is not a replace like for like program, the District will take into account the counsel, knowledge and experience of the Contractor when making a final decision.

The quantities of copiers and copies specified in this RFP are estimates only, and are given for the information of Proposers and for the purpose of the District's RFP evaluation. They do not indicate the actual number, but to the best knowledge of the District are historical numbers. **The District makes no guarantee as to copy usage or for numbers of individual units in the District.**

2.04 SCOPE

The COST-PER-COPY PROGRAM shall include delivery, installation, set up and make ready for use with removal of all shipping debris, providing all consumable supplies (except paper), emergency repair service during normal business hours (Monday through Friday, 7:30 a.m. to 4:30 p.m.), periodic preventive maintenance, and unlimited operator training.

All equipment proposed for lease or purchase shall be new and assembled for the first time from new components by the manufacturer. The District shall be the first user of the new equipment with no previous placements (ever) on rental or lease or ever placed in the contractor's or customer location as a demonstration unit including employee home offices. All equipment performance and reliability standards shall conform to "new" specifications.

All equipment proposed shall be digital and network capable.

All parts and components supplied by the Contractor in the process of maintaining and servicing the new equipment for the duration of this contract shall be new Original Equipment Manufacture, or rebuilt OEM parts by the manufacturer of the equipment. Rebuilt parts and components must be guaranteed to perform so that product specifications are met. The Proposer shall have in place an inventory and delivery system of parts and consumable supplies in quantities sufficient to serve the requirements of this contract.

A Service Level Agreement (SLA) providing specific response times should be provided in the proposal. The SLA should guarantee that a technician is onsite to diagnose and if possible fix the issue within 4 consecutive business hours. Back-up equipment will be required after a copier has been down for sixteen (16) consecutive business hours. Back-up equipment will be replaced within 30 days with the original machine or a new replacement.

2.05 EQUIPMENT AND SUPPORT

All multifunction copy/print equipment proposed shall be new, digital and network upgrade capable to print and scan. Equipment should include minimally a document feeder, duplex, collator, reduce/enlarge, have coding capability, and staple finisher. In addition, copiers rated at 70+ impressions per minute should be capable of enlarge/reduce incrementally, hole punch, three position stapling, and be able to interrupt and resume jobs. Proposer should mention what additional features and accessories are available for all models offered and separately propose a cost for each feature or accessory mentioned as a cost-per-copy. The Proposer should include extensive specifications for each model, feature and accessory proposed.

An operator's manual shall be furnished with each copier. The Contractor shall provide for each site, at no additional cost, and unlimited quantities, an OPERATOR TRAINING PROGRAM to be scheduled at mutually agreed times.

2.06 TECHNOLOGY REQUIREMENTS

All equipment must be on the network.

All equipment must have a 1 GB Ethernet LAN port; all equipment/software must be compatible

with TCP/IP and be capable of operating from Windows 10, Linux and OSX operating systems. All software must be able to bind to Active Directory for ldap authentication and bind to Microsoft's Active directory.

The proposal shall include an outline of support services including establishing direct lines of communication between the District technical staff and the manufacturers(s) of the equipment offered.

If necessary, the contractor shall provide Microsoft Certified Network Engineer (MCSE) support for the network digital output devices and LAN interface upgrades including hardware and software.

The Contractor shall provide Network Services that includes all actions to diagnose, restore to manufacturer's and District's specifications, and correct product and software malfunctions to their original capability.

The Contractor shall keep complete records available to the District, documenting all programming changes, software installations or upgrades and trouble fixes including those done remotely and provide support to all agencies to insure connectivity.

2.07 PRICE

Proposed price for service and maintenance will be a cost-per-copy based for all print devices. The pricing should be tiered for printing and copying in black and white or color. There shall be no monthly minimum charge, only a cost-per-copy charge. Proposed cost per copy price shall be firm and fixed for the duration of the contract. Proposals shall include a break down of costs for the lease or purchase of other multi-function devices which are inclusive of hardware, software and labor, to upgrade equipment as well as finishing equipment options.

Original invoices will be prepared and submitted to the District in the manner provided by law and sent monthly to the Buffalo-Hanover-Montrose District Business Office. An Excel spreadsheet showing the schools or locations, the identification of the copiers, meter readings, total number of copies, cost-per-copy charges, budget codes (provided to the successful Vendor by the District), and total dollar amount to be paid shall accompany original invoices. Invoices may be paid by the District using a Visa Purchasing Card, or the District may, according to Minnesota statutes, pay invoices net 35 days.

Contractors must state how copier leases will be financed.

2.08 ADDITIONAL BIDDER REQUIREMENTS

Bidder shall complete the attached questionnaire in detail as well as providing accompanying literature and a complete description of the maintenance contract to include service response time. Bidder shall also specify the anticipated delivery and installation of the equipment bid. If a unit fails to meet the school district's satisfaction at any time within this time frame, the vendor will replace the unit with a similar make/model at no cost to the owner.

The District does not have any ownership in the equipment provided by the vendor. At the end of the five year contract period, the vendor retains all ownership of the equipment.

PART 3

3.01 VENDOR SUPPORT

The Contract Vendor must provide a dedicated Sales Representative, a Customer Service Representative, and an Accounts Receivable Representative to work closely with the District Purchasing Office and Accounting Office.

Sales Rep:	Name _____	Phone () _____
Customer Service:	_____	() _____
Accounts Receivable:	_____	() _____

3.02 REFERENCES (If this portion is not completed the District may request this information before any award.) List three (3) customers the vendor has done business with including the customer name, address, phone number and contact person. List one (1) customer who has discontinued a contract with you in the last three (3) years. Include the same information as above and in addition list the rationale for canceling the contract. Attach additional sheets if necessary.

Customer Name and Address	Contact Person and Phone Number
1.)	
2.)	
3.)	
Customer Name and Address Contract Person and Phone Number (for a customer who has discontinued a contract)	Rationale for Canceling

PART 4 ACCEPTANCE

I, the undersigned, hereby certify that I am a duly authorized agent of _____ to submit this proposal for consideration and acknowledge that all 9 pages of the proposal document for **COPIER AND MAINTENANCE PROGRAM** have been received and agree to the terms contained therein.

Receipt of the following Addenda/Amendments to the Proposal Documents and their costs being incorporated in the Proposal is acknowledged:

Document No. _____ Received _____ (date)

Document No. _____ Received _____ (date)

Document No. _____ Received _____ (date)

SIGNED: _____

NAME: _____
(print or type name)

VENDOR NAME: _____

ADDRESS: _____

PHONE NO. _____ FAX NO. _____

INCORPORATED IN STATE OF: _____

The following documents must be submitted for a complete proposal package:

- _____ Complete Proposal with Required Information
- _____ Vendor Support (Sec. 3.01)
- _____ References (Sec. 3.02)
- _____ Signed Acceptance (Part 4)