

# **A Request for Proposal: Managed Print Services**



ANAMOSA COMMUNITY SCHOOL DISTRICT  
200 S Garnavillo St  
Anamosa, Iowa 52205

All proposals must be received no later than 2:00 pm. C.S.T. on May 10, 2022

Intent to Respond must be received no later than 2:00 pm. C.S.T. on April 25, 2022  
(see Attachment C)

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## 1 RFP OVERVIEW

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The Anamosa Community School District (Anamosa CSD) is seeking Managed Print Services for network printers across 4 facilities located in Anamosa, Iowa. Anamosa CSD currently has an expiring 36 month contract for managed print services.

Anamosa CSD intends to achieve the following goals through this project:

- Management of all network printers by one vendor
- Support Anamosa CSD initiatives to reduce energy costs and decrease waste.
- Provide printing support for the varied computing devices throughout the District.
- Provide the District and each building or department with insight and ability to control costs associated with printing.
- Maintain the current Papercut environment for confidential printing using release codes.

Note - Anamosa CSD is currently under contracted services for multifunction copier machines in the District until June 30, 2022

### 1.1 OBJECTIVES

Anamosa CSD is soliciting proposals for managed services for network printers/copiers.

Specifically, Anamosa CSD desires to:

- Contract with one vendor to provide equipment, supplies, and service of all in-scope networked printers and copiers at all District locations.
- Ensure high level of quality service and responsiveness for repairs and maintenance.
- Provide teachers, staff and administrators the ability to manage the cost of printing and copying with use of a usage report and print/copy quota limits.
- Maintain standardized equipment to help staff be familiar with machines across the District.
- Ensure customer service and implementation assistance through dedicated account management, implementation project managers, and dedicated technical support.
- Provide printing and auditing support for the varied computing devices throughout the District.
- Provide a central point of administration for remote management of all in-scope devices that include, but are not limited to collecting data, generating reports, generating alerts based on low supply levels, and alerts based on malfunctioning or failed components.
- At the end of the contract the District will not own the equipment, or be responsible for the financial burden of removing leased equipment.

## **1.2 SCOPE**

The following minimum services are required:

1. The program will include printers, supplies and parts necessary for maintaining functionality of all contracted printers.
2. Vendor will provide a service solution that offers a single point of contact for managing the contract.
3. Vendor will provide new network printers at the start of contract.
4. Vendor will provide a professionally staffed helpdesk for troubleshooting and problem resolution. A toll-free number to the printer support help desk will be provided for service calls and technical support.
5. Vendor will provide a web site to enter and view status of service requests, and manage printer assets.
6. Vendor will dispatch certified printer technicians to all District facilities as needed to install, maintain, repair or remove printers.
7. Solution will include device-monitoring software to automate management of this program, including malfunction notification, automatic toner ordering, and monthly reports distribution.
8. Solution will include device and user management/auditing software to aid District goal of efficient operational practices. Application to interface with Anamosa CSD's Active Directory to apply user-based or group-based policies or use parameters. School is already successfully using Papercut.
9. Solution will support release codes entered at print command on computer and release station on the printer. Prefer a solution that allows support for existing 4-digit codes used by students for lunch and library transactions.
10. Summary and detailed monthly reports will be generated automatically for each school and department.
11. Scan to email and scan to file share. Prefer a method that supports bulk upload of .csv method or similar for scan to email contacts.
12. Printers and locations not mentioned in this RFP are managed by the school and will not need support under a managed print contract.

## **1.3 VENDOR QUALIFICATIONS**

Vendors who have successfully provided managed print services for an organization equal to or greater in size than Anamosa Community Schools.

## **1.4 CONTRACT TERM**

For the purpose of this RFP, any contractual period will be for 60 months. The current Managed Print Contract expires June 30, 2022.

## **1.5 PROPOSAL EFFECTIVE PERIOD**

Vendors should state in writing that all furnished information, including prices, would remain valid for 90 days from the date of the deadline for submission of this RFP.

## **1.6 GENERAL CONDITIONS**

This RFP is not an offer to contract. Acceptance of a proposal neither commits Anamosa CSD to award a contract to any vendor, even if all requirements stated in the RFP are met, nor limits our right to negotiate in our best interest. Anamosa CSD reserves the right to contract with a vendor for reasons other than lowest price. Anamosa CSD will thoroughly examine each proposal for best price, product quality, performance measures, flexibility, and customer support.

Proposals are to be made in good faith, without fraud, collusion or connection of any kind with any other contractor for the same work.

The vendor will absorb all costs incurred in the preparation and presentation of the proposal.

All vendors who submit proposals will be notified of the results of the selection process.

Anamosa CSD reserves the right to reject any or all proposals, in whole or in part, with or without cause, even if all the stated requirements are met. In addition, Anamosa CSD may enter into negotiations with one or more entities simultaneously and award a contract without notification. At the sole discretion of Anamosa CSD, proposal presentations may be requested before award of the contract. Anamosa CSD may also request the opportunity to conduct an on-site review of the vendor's facility and/or other locations where these services are provided, or a demonstration of the proposed technology.

Subcontractors working for the vendor must be identified in the RFP and must meet all the requirements of the RFP and any contract between the vendor and the subcontractor must include all contract terms agreed to between Anamosa CSD and the successful vendor.

#### **1.6.1 Confidentiality**

Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable.

#### **1.6.2 Certificate of Insurance**

The Vendor to whom a contingent award is made shall duly execute and deliver a Certificate of Insurance with the district. A Certificate of Insurance will be needed to cover the entire contract time period. This can be accomplished with yearly renewals. The certificate of insurance shall be delivered to the District's Business Manager within ten calendar days after a Notice of Award is given to the Vendor, either verbally or in writing. If the Vendor fails to deliver the certificate within this specified time frame, including any extensions that may be granted by the District, the District shall declare the Vendor in default of the contractual terms and conditions and another award will be made.

#### **1.6.3 Subcontractors**

The successful Vendor shall assume full responsibility for any sub-contractors it might utilize and shall remain the District's point of contact for all concerns, orders, service calls, invoicing and responsibilities related to the contract resulting from this Solicitation. Notwithstanding, the Vendor shall be required to identify any and all sub-contractors that will be used in the performance of the contract and shall identify the capabilities, experience and portion of the work to be performed by the sub-contractor(s). The competency of the sub-contractor(s) with respect to skill, responsibility and business standing shall be considered by the District when making the award in the best interest of the District. Please specify in the appropriate space provided in your response any subcontractors and the work to be performed by each. Any future changes in subcontractors must be mutually agreed upon in advance.

#### **1.6.4 Sex Offender Provision**

Iowa law prohibits a sex offender who has been convicted of a sex offense against a minor from being present upon the real property of the schools of the District. The Contractor and all sub-contractors acknowledge and certify that, pursuant to law, a sex offender who has been convicted of a sex offense against a minor may not operate, manage, be employed by, or act as a contractor or sub-contractor at the schools of the District.

The Contractor and all sub-contractors shall provide a signed original of an Acknowledgment and Certification letter (see Attachment A). No worker of the Contractor or any sub-contractor will be allowed to work on site until the District receives this letter.

## 1.7 EVALUATION CRITERIA

This RFP is following the Best Value evaluation system. Best Value looks at a number of criteria to evaluate proposals including, but not limited to cost. It is a subjective evaluation process that reviews all proposals to determine which proposal provides the best value for Anamosa CSD. Evaluation criteria may include, but may not be limited to, the following:

1. Ability to provide and service printers at all locations with technicians certified for all in-scope equipment.
2. Competitive pricing
3. Proven ability to implement a Managed Print Services solution that includes a demonstrated ability to rollout and manage a program of similar or larger size in a similar sized organization as Anamosa CSD.
4. Ability to demonstrate a proactively managed approach for measurable cost reduction, end user print behavior management, and process improvement continuously addressing both short and long-term goals throughout the term of the contract. Ability to audit and control prints from the user and device.
5. Clearly defined Change Management process that allows for meeting the goals identified in Objectives.
6. Vendor's ability to provide a dedicated account manager to act as the central point of administration for the identified fleet and provide a Service Delivery Manager (which can be the same person) who will be responsible for executive level reporting including detailed user reporting, Total Cost of Ownership, Inventory levels, Service history and Asset Management information.
7. Solution's capabilities related to device and user management.
8. Extended functionalities that provide value to Anamosa CSD.

## 2 CURRENT STATE AND SCOPE OF SERVICES

### 2.1 BACKGROUND INFORMATION

Anamosa CSD currently has 19 managed printers/copiers. Additional printers on the network are maintained by school and IT staff and are not included in the managed print contract. Requested quantity to quote is 18.

Average monthly volume over last six months: October 2021 - March 2022					
ES = Strawberry Hill Elementary, MS = Middle School, HS = High School, DO = District Office					
Make/Model	Location	Building	Serial Number	Mono Monthly Volume	Color Monthly Volume
HP HP M452NW	Business Ed Workroom	HS	VNG3N04636	191	207
HP HP M452NW	Transportation	Bus Barn	VNG3N02381	230	38
HP M402DNE	Tech Dept Rm 409	ES	PHB5D58603	131	0
HP M402DNE	Library Rm 122	ES	PHB5D58592	263	0
HP M402DNE	Business Ed Workroom	HS	PHB5C84850	2842	0
HP M402DNE	Computer Lab Rm120	ES	PHB5C84840	5	0
Toshiba e-STUDIO2515AC	Ind Tech	HS	CNEJ48872	455	88
Toshiba e-STUDIO4515AC	Main Office	HS	CNEJ51026	2837	2847
Toshiba e-STUDIO4515AC	Main Office	MS	CNEJ51056	2473	3031
Toshiba e-STUDIO4515AC	Admin Office	DO	CNEJ51113	3170	1605
Toshiba e-STUDIO4518a	Counselors' Office	HS	CZDJ49713	10783	0
Toshiba e-STUDIO4518a	Library, Main Room	HS	CZDJ49732	12569	0
Toshiba e-STUDIO4518a	Library, Student Use	MS	CZDJ49804	18513	0
Toshiba e-STUDIO4518a	Lounge B	ES	CZDJ50742	13688	0
Toshiba e-STUDIO4518a	Lounge A	ES	CZDJ50751	11405	0
Toshiba e-STUDIO4518a	Lounge C	ES	CZDJ50848	10315	0
Toshiba e-STUDIO6516AC	Main Office	ES	C1EJ15266	32935	5605
Toshiba e-STUDIO6518A	Library Workroom	HS	C2DJ15460	37760	0
Toshiba e-STUDIO6518A	Library work room	MS	C2EJ16109	52813	0

We will not replace the M402DNE located in computer lab Rm120 at Strawberry Hill.

### Printer Features by Location

Printer Name	Physical Printer Identifier	Printer Type/Model	Hole Punch	Finisher	Fax	Scan
acs-techdept	net://172.18.40.5	HP LaserJet M402dn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
acsd-co-mfp	net://10.0.1.40	TOSHIBA e-STUDIO4515AC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
acstransportation	net://172.20.40.40	HP Color LaserJet M452nw	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ahs-bused	net://172.16.40.15	HP LaserJet M402dn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ahs-bused-clr	net://172.16.40.30	HP Color LaserJet M452nw	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ahs-counselor-mfp	net://172.16.40.150	TOSHIBA e-STUDIO4518A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ahs-indtech	net://172.16.40.60	TOSHIBA e-STUDIO2515AC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ahs-library-mfp	net://172.16.40.20	TOSHIBA e-STUDIO4518A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ahs-office-mfp	net://172.16.40.140	TOSHIBA e-STUDIO4515AC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ahs-staff-mfp	net://172.16.40.120	TOSHIBA e-STUDIO6518A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ams-office-mfp	net://172.17.40.140	TOSHIBA e-STUDIO4515AC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ams-staff-mfp	net://172.17.40.255	TOSHIBA e-STUDIO6518A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ams-student-mfp	net://172.17.40.90	TOSHIBA e-STUDIO4518A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
sh-complab	net://172.18.40.100	HP LaserJet M402dn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
sh-library	net://172.18.40.10	HP LaserJet M402dn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
sh-lounge-a-mfp	net://172.18.40.40	TOSHIBA e-STUDIO4518A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
sh-lounge-b-mfp	net://172.18.40.140	TOSHIBA e-STUDIO4518A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
sh-lounge-c-mfp	net://172.18.40.160	TOSHIBA e-STUDIO4518A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
sh-office-mfp	net://172.18.40.130	TOSHIBA e-STUDIO6516AC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## 2.2 SCOPE OF SERVICES

Anamosa CSD seeks a vendor who can provide service in an efficient and consistent manner. Anamosa CSD is interested in attaining service on networked printers that will best serve our end-users, while addressing the needs of each school and department while minimizing costs. Anamosa CSD has approximately 1250 students and 150 staff.

Anamosa CSD requires a printing solution that provides compatibility with:

- a) Chromebooks (over 800 devices)
- b) Macs running OS 11 and OS 12 (teacher devices)
- c) Apple iPads (current models)
- d) Windows computers, Windows 10/11 (about 160 computers)
- e) Windows file servers running Server 2016, 2019, 2022, virtualized
- f) The use of JAMF to deploy printers to the Macs.
- g) Meraki wireless access points, Meraki wired switches. SonicWall firewall, SonicWall content filter.

### The project scope will include:

1. Review current printer distribution and recommend managed solution across the District
2. Provision comprehensive solution including, but not limited to printers, management application(s), printer consumables, parts and repairs. Printers, copiers and parts should be readily available via supply chain.
3. On-going Fleet/ Asset management - proactive device management
4. Reporting that tracks service calls, service history, end-user printer usage, TCO / Inventory / Service / Asset Management
5. Guaranteed service within an agreed amount of time
6. Quality technicians
7. Aggressive and beneficial pricing structure
8. Monthly billing
9. Comprehensive business reviews at intervals no less than quarterly
10. Explanation of installation services deemed necessary for a successful implementation

11. A solution to include the ability to track usage and control access to color printers.

### **2.3 SERVICE AND SUPPORT**

Initial deployment of equipment and applications will be coordinated with Anamosa CSD Technology Department, with all resources in place and fully operational preferably by July 1, 2022.

After initial placement of printers, changes of equipment can take place at no cost to Anamosa CSD on a 1:1 basis. Proposed replacement equipment must be comparable or higher in capability to the equipment being replaced.

Service response times shall be as follows:

- Regular maintenance will be at the discretion of the vendor as long as it does not cause the equipment to cease working.
- Trouble tickets: 4 hours on all in-scope machines. The 4-hour requirement is calculated from the time the first phone call is made for support to the vendor until the appropriately trained technician is on site.



### 3 VENDOR INSTRUCTIONS

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#### 3.1 RFP TIMELINE

This schedule outlines the major activities that will occur in this RFP process and the due dates. Any changes in deadlines will be communicated to all vendors in writing. Anamosa CSD reserves the right to disqualify any vendor who does not comply with these deadlines.

Activity	Description	Date/Time
<b>RFP Release</b>		April 20, 2022
<b>Submit Intent to Respond</b>	Send completed Intent to Submit Proposal Form (Attachment C) to contact identified in Section 4.1 via e-mail.	April 25, 2022
<b>On-Site Visit by Vendors</b>	Walkthroughs arranged upon request, to be completed week of May 2, 2022	May 2, 2022
<b>Submit proposal</b>	Submit your proposal by mail or hand delivered as identified in Section 4.1	May 10, 2022 2:00PM
<b>Proposals Opened and Reviewed</b>	All proposals received will be opened and reviewed.	May 11, 2022 9:00AM in the District Office Board Room
<b>Interview Finalists</b>	Finalists will be emailed to schedule Interviews if necessary.	May 12, 2022 9:00AM in the District Office Board Room
<b>Recommendation of finalist to School Board</b>	Anamosa CSD will recommend the vendor to School Board for review and approval.	May 16, 2022
<b>Notice of Award - Anamosa CSD notifies all Vendors</b>	E-mail sent to vendor selected by the School Board, as well as all other vendors.	May 17, 2022
<b>Execute contract (selected finalist)</b>	Coordinate with contact listed on RFP identified in Section 4.1	May 23, 2022
<b>Implement solution (selected finalist)</b>	Coordinate with Anamosa CSD project manager to have all equipment and solution functional District-wide.	July 1, 2022 (Preferred date of completion)

### 3.2 VENDOR QUESTIONS AND RFP ADDENDA

Questions regarding the content of, or schedule for the RFP must be submitted in writing by email to the contact identified in Section 4.1. Anamosa CSD will issue answers to all vendor questions, as noted in that schedule.

In the event that modifications or additions to the RFP become necessary, vendors will be notified in writing by email.

## 4 PROPOSAL CONTENT

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### 4.1 PROPOSAL SUBMISSION REQUIREMENTS

All proposals must be received, by mail or hand delivered, no later than 2:00 pm. C.S.T. on May 10, 2022

Submissions are to include all sections of this RFP and Scope of Work, detailed planning with estimated dates and a breakdown of each cost in the project. All bids will be mailed or hand delivered to the address below.

No offers will be considered which have not been received by the deadline set forth on the Request for Proposal. Anamosa CSD is not responsible for delays occasioned by any delivery service, the internal mail delivery system of Anamosa CSD, or any other means of delivery employed by the Proposer.

The Board of Directors reserve the right to reject any and all offers or any part thereof, and to waive informalities and to enter into such contract or contracts as shall be deemed in the best interest of the Anamosa Community School District, in the County of Jones, State of Iowa.

Send Intent to Submit Proposal and any **technical** questions regarding this RFP to:

Leslie Althoff, ITS K-12 Account Manager  
Managed IT Services Provider for Anamosa Schools  
Email: [leslie@infrastructuretech.net](mailto:leslie@infrastructuretech.net)

Contractual Questions:

Linda VonBehren, Business Manager  
Anamosa Community School District  
Email: [lvonbehren@anamosa.k12.ia.us](mailto:lvonbehren@anamosa.k12.ia.us)

Sealed Bid offers may be mailed or hand delivered to the following address (3 copies are preferred):

Mail: Place offers in envelope marked – “RFP – Managed Print Services”

Offers are to be addressed to:  
Anamosa Community School District  
ATTN: RFP Managed Print Services  
Technology Department  
200 S Garnavillo St  
Anamosa, Iowa 52205

Your proposal should be organized as follows:

**1. Letter of Introduction (Limit to 1 page)**

Provide a cover letter as a separate document. Include your company's legal name, other names that your company has operated under and the names of any parent companies.

**2. Table of Contents**

Provide a sequential table of contents with page numbers organized as described below.

**3. Executive Summary (Limit to 1 page)**

Provide a concise and brief overview of the highlights of your proposal.

**4. General Vendor Information (Limit to 1 page)**

The following items are of interest to Anamosa CSD concerning your firm. As a part of quality business relationship it is important for both you and Anamosa CSD, to include any other business information you feel Anamosa CSD should understand. Please answer the following questions if they are applicable. If not, please indicate N/A.

- a) What is the City and State in which your company is based?
- b) Please state the number of years your company has been in business.
- c) Are you a subsidiary, affiliate, or franchise?
- d) What is your company's ownership structure?
- e) Identify the key company offices and personnel that would be involved in managing this project.

**5. Capabilities and Experience (Limit to 3 pages)**

- a) Provide a minimum of three references for customers of similar size or larger to Anamosa CSD, to whom you provide similar services. List the specific services you provide to these companies and the number of years that you have provided service.
- b) What differentiates your organization from your competition for this type of service?

- a) Please provide a detailed migration and management strategy for deployment of a managed print solution, addressing the following:

- Program Management and Ongoing Management Process
- Roles and Responsibilities
- Deployment Team
- Deployment Plan
- Reporting Structure
- Qualifications
- Training

**6. Account Management and Technical Service (Limit to 3 pages)**

- b) Please describe the resources, such as Account Representatives and Technical Representatives that will be dedicated to Anamosa CSD and how will they interact with our help desk.
- c) Please explain how your organization provides management services for the following:

- Asset management database containing output devices at Anamosa CSD
- Move, add and change process control
- Single point of contact to initiate asset management activities
- Replacement of toner
- Preventative maintenance services

- Installations
  - Break and Fix Services
  - Management tool applications (device controls and user monitoring)
- d) Please provide detail on your planned process and recommendations for technology refresh after a solution has been installed and implemented (during the proposed lease). How do we get new machines if they need replaced before the lease expires?
  - e) Please describe your ability to provide equipment disposal services at the end of the proposed lease. What happens to the leased machines when the lease terms are over?

**7. Proposed Fleet Management Approach (Limit to 3 pages)**

- a) Based on our description of our proposed state, provide a high-level description of your recommended end-state print environment for our organization.
- b) Identify the equipment (brand\models) and management application proposed and briefly explain their alignment to Anamosa CSD objectives and current devices listed in Section 2.2
- c) Describe your proposed approach to managing the equipment fleet on an ongoing basis. Include any Anamosa CSD responsibilities.
- d) Describe the specific data collection tools and processes you propose to use to evaluate and manage the equipment fleet. Identify any software requirements that Anamosa CSD must have in place before your organization can manage our networked printer services.
- e) Identify any hardware/server components required to run services for confidential printing services, release codes, or other management tools/services.
- f) Please designate whether each printer/copier named in the proposal is readily available for rollout and whether parts are readily available: are these machines impacted by supply chain shortages?

**8. Environmental (Limit to 1 page)**

- a) How can your organization assist Anamosa CSD with minimizing the use of paper?
- b) Anamosa has an existing PaperCut environment. Please detail that transition in regards to licensing costs and support.

**9. Transition and Implementation (Limit to 3 pages)**

- a) Please describe the proposed steps to implementing your managed printer services program.
- b) Please describe the process and programs available for user training and Anamosa CSD Help Desk training or orientation.
- c) Based on the scope of the RFP, please share your recommendation for ensuring that all employees are aware of any changes related to using printers that may result from having your organization managing our printer services.
- d) Please share a detailed timeline, including action items, milestones, deliverables and persons responsible, for successfully implementing the initial phase of our scope.
- e) Clearly state any transition expenses. What happens to our current machines at the end of this current lease? What happens to future machines at the end of your proposed new lease?
- f) What resources will be used from your organization and what resources are needed from Anamosa CSD during the implementation process? For each person identified, please briefly describe his or her roles and responsibilities during the implementation.

**10. Support (Limit to 2 pages)**

- a) Please explain how your standard telephone support and escalation process works.
- b) Is it possible to bypass first level support and gain immediate access to more experienced engineers? Are you providing this service to any of your current customers?

- c) Please describe your escalation process for unresolved issues.
- d) Please provide an overview of your Technical Support department.
- e) What are your normal hours of support should our users or Administrators need assistance? How are questions outside of normal hours of support handled?
- f) Please describe how you plan to ensure that Anamosa CSD receives high service levels, immediate responsiveness and prompt turnaround.

**11. Customer Service (Limit to 1 page)**

- a) Please describe your ability to support the locations listed within this RFP.
- b) Can you provide a single point of contact and toll-free number for all service inquiries?
- f) Please describe your options and process for submitting the following:
  - Service Requests
  - Meter Readings
  - Supply Orders

**12. Performance Metrics and Reporting (Limit to 1 pages)**

- a) Describe your ability to supply meaningful reporting, such as volume by user, total number of pages and trending, that Anamosa CSD can share with administrators and department heads. What type of reporting capabilities does your organization offer?
- b) What is your ability to provide custom and ad hoc reporting? What is the turnaround for such reports?
- c) Please include examples of your service reports (e.g., response time, uptime percentage, total service requests, average monthly volume). Please explain the frequency on which this information is available to us. (Example service reports not included in page limit for this section.)

**13. Billing and Invoicing (Limit to 1 page)**

- a) Describe your recommended billing approach in regards to lease payments and overage charges.

**14. Financial Considerations (Limit to 1 page)**

Pricing, along with many other factors, will be a driving factor in the selection of a vendor to manage specific print services at designated locations. Anamosa CSD seeks to establish a contractual arrangement with pricing terms that satisfy the objectives of this RFP at the most competitive price possible. The organization wants to ensure that quality of service delivery is not negatively impacted from any form of exceedingly aggressive pricing scenario.

Please state any alternate pricing plan you would recommend and explain the benefits.

RFP price quotations will be valid for ninety (90) days from the deadline of this RFP. After that time, price changes will only be applicable after written notification to and written acceptance by Anamosa CSD.

**15. Appendix (Limit to 5 pages)**

Include any additional material referenced in your proposal that is essential to Anamosa CSD’s informed review. Please do not include bulk-marketing material unless it illustrates or explains a specific point you are making.



**5 ATTACHMENT A: CONTRACTOR ACKNOWLEDGMENT AND CERTIFICATION**

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**Return this page with response**

**ACKNOWLEDGMENT AND CERTIFICATION**

\_\_\_\_\_ (“Company”) is providing services to  
[name of contractor/sub-contractor]  
the Anamosa Community School District (“District”) as a contractor or is operating or managing the operations of a contractor. The services provided by the Company may involve the presence of the Company’s employees upon the real property of the schools of the District.

The Company acknowledges that the law prohibits a sex offender who has been convicted of a sex offense against a minor from being present upon the real property of the schools of the District. The Company further acknowledges that, pursuant to law, a sex offender who has been convicted of a sex offense against a minor may not operate, manage, be employed by, or act as a contractor or volunteer at the schools of the District.

The Company hereby certifies that no one who is an owner, operator or manager of the Company has been convicted of a sex offense against a minor. The Company further agrees that it shall not permit any person who is a sex offender convicted of a sex offense against a minor to provide any services to the District in accordance with the prohibitions set forth above.

This Acknowledgment and Certification is to be construed under the laws of the State of Iowa. If any portion hereof is held invalid, the balance of the document shall, notwithstanding, continue in full legal force and effect.

In signing this Acknowledgment and Certification, the person signing on behalf of the Company hereby acknowledges that he/she has read this entire document that he/she understands its terms, and that he/she has signed it knowingly and voluntarily.

Dated: \_\_\_\_\_

\_\_\_\_\_  
[Name of contractor/sub-contractor]

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

**6 ATTACHMENT B: CURRENT ANAMOSA CSD NETWORK PRINTER LOCATIONS AND APRIL 2019 AND ANNUAL PRINT QUANTITIES**

Anamosa Schools is looking for a solution that allows Monochrome Printing, while still giving an opportunity to print in color, with restrictions and tracking of color usage, and ability to refuse color printing as set by the building administration. Anamosa Schools is also interested in a solution that supports release codes and auditing at both the release station (printer/copier) and at the printer command (computer).

Data below represents Black & White and Color Pages printed during April 2019 and annually from May 2018-May 2019 on each managed printer.

<b>Building</b>	<b>Location</b>	<b>B&amp;W April</b>	<b>B&amp;W Last 12 mos.</b>	<b>Color April</b>	<b>Color Last 12 mos.</b>	<b>Current device</b>
HS	Main Office	5172	23,668	732	4889	e-Studio4515AC
HS	Guidance Counselor	10,430	24,399	0	0	e-Studio4518A
HS	Library	15,673	28,008	0	0	e-Studio4518A
HS	Library work room	60,264	61,942	0	0	e-Studio6518A
HS	Business Ed Storage rm.	26	1532	0	0	HP M402dn
HS	Business Ed Storage rm.	650	2853	98	192	HP M452nw - color
HS	Industrial Tech Classroom	943	1771	0	0	e-Studio2515AC
<b>MS</b>						
MS	Main Office	4485	23,668	1963	4889	e-Studio4515AC
MS	Library rm. B117	9843	14,693	0	0	e-Studio4518A
MS	Library rm B117 - Staff Workroom	53,878	43,393	0	0	e-Studio6518A
<b>ES</b>						
ES	Main Office	42,165	27,952	1400	11,297	e-Studio6516AC
ES	Library rm 122	250	1584	0	0	HP M402dn
ES	Computer Lab rm 120	347	2273	0	0	HP M402dn
ES	Faculty Lounge A rm 110	7557	13,764	0	0	e-Studio4518A
ES	Faculty Lounge B rm 300	13,497	23,889	0	0	e-Studio4518A
ES	Faculty Lounge C rm 400	15,480	23,688	0	0	e-Studio4518A
ES	District Technology Office rm. 145	79,296	1413	1400	0	HP M402dn
<b>CO</b>						
CO	Central Office	7651	7566	1249	968	e-Studio4515AC
Bus Barn	Matt's Office – Transportation Center	10	1	80	6	HP M452nw - color



**7 ATTACHMENT C: INTENT TO SUBMIT PROPOSAL FORM**

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**This form acknowledges your receipt of this RFP and states whether your firm intends to submit or not submit a proposal.**

<b>Company Name and Address</b>			
<b>Primary and Alternate Vendor Contacts (please include name, title, telephone number, fax number and email address)</b>			
<b>Do you plan to submit a proposal?</b>		<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
<b>If not responding, please state the reason</b>			
<b>Authorized Signature:</b>		<b>Name:</b>	
<b>Date:</b>		<b>Title:</b>	

**Please return this form before 2:00 PM on April 25, 2022.**  
 Email to: Leslie Althoff, IT Support, [leslie@infrastructuretech.net](mailto:leslie@infrastructuretech.net)

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