



400 W. Marion St.  
Shelby, North Carolina 28150  
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**REQUEST FOR PROPOSALS**  
**Multi-Functional Devices Lease and Servicing Program**

**Introduction**

Cleveland County Schools (the Schools) requests interested firms/individuals to submit creative proposals for leasing and servicing of multi-functional digital copier machine systems in order to provide the Schools with efficient copying, printing, scanning and faxing methods while reducing current costs, tracking of copies and print jobs is needed. Managing such systems requires a level of expertise that is unique with ever-changing technology. This requires the Schools to consider how we can continue to integrate current multifunctional technology in our copying, printing, scanning, and faxing equipment.

Proposals shall be submitted in a format conducive with the outline below based on equipment segments. The selected Proposer will work with the Schools staff to create a plan to transition from our current leased equipment to the new leased equipment.

Cleveland County Schools invites any qualified firm/individual to submit a proposal. Firms/individuals responding to this request must be responsible bidders, regularly and practically engaged in supplying and maintaining copy and printing equipment and providing the services required in this RFP, and possess ample resources to perform this work. Cleveland County Schools encourages participation in this procurement process by minority-owned businesses, women-owned businesses and businesses owned by disabled persons.

The Proposer that is chosen shall provide the Schools with the highest quality and most flexible, most efficient and most up to date technology at the lowest possible cost. The award of contract will be based on the company making the proposal that best meets the needs of the Schools. The lowest aggregate cost will be a significant factor, but not necessarily the dominant factor, in determining which proposal to accept.

This solicitation is for the procurement of information technology goods and services pursuant to N.C.G.S. §143-129.8. The proposals received shall remain confidential until the contract is awarded; therefore, there will not be a public bid opening. The contract shall be awarded to the proposer that submits the best overall proposal as determined by the Schools in its sole discretion. The Schools reserves the right to negotiate a contract with any proposer, to reject any and all proposals and to waive any formalities as may be permitted by law.

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A mandatory pre-proposal meeting will be held at 2:00 pm., March 11th, 2025, in the Technology Conference Room, 308 W Marion St, Shelby, North Carolina, to review the Request for Proposals. At that time, all interested proposers will have the opportunity to ask any questions pertaining to the Schools buildings wherein the Schools expects to have the equipment installed. Proposals from any person or firm not attending the mandatory pre-proposal meeting will be rejected.

Proposals will be received until 12:00 p.m., March 28th, 2025, and not later. One original and two (2) copies should be delivered or mailed. The outside envelope or other covering will state the following: "Response to RFP for Lease and Servicing Program for Multi-Functional Devices". Proposals are to be mailed or delivered to:

Ginger Jackson  
Chief Technology Officer  
400 W. Marion St.  
Shelby, NC 28150

Any questions concerning this Request for Proposals are to be submitted, in writing, to Ginger Jackson via email at [gjackson@clevelandcountyschools.org](mailto:gjackson@clevelandcountyschools.org). Any answers to said questions will be published at this link: <http://bit.ly/CCS2025MFD-QA> with the corresponding questions within 24 hours.

### **General Information**

Cleveland County is located in Western North Carolina along Highway 74 between Charlotte and Asheville . Work under this RFP will be conducted in multiple school and administrative buildings throughout Cleveland County Schools. The Proposer will be required to conduct work under this RFP in coordination with the Technology Services Department. The Schools expects and requires that all work conducted under this RFP be in accordance with accepted industry standards for multi-function digital copier and fax machines and services, compliance with all local, state and federal laws, and the specifications outlined in this document.

### **Taxes**

Cleveland County Schools is **NOT** tax-exempt. Unless otherwise indicated, tax must be computed and added to your bid. Any itemized shipping charges are also subject to tax. When invoiced, tax should be invoiced as a separate line item.

### **Minority and Women Owned Business Enterprise (MWBE)**

The Board of Education awards public contracts without regard to race, religion, color, creed, national origin, sex, age or handicapped condition as defined by North Carolina General Statutes, 168A-3. Cleveland County Board of Education promotes full and equal access to business opportunities with Cleveland County Schools. Minority businesses are encouraged to submit bids for this project. All Proposers shall have a fair and reasonable opportunity to participate in business opportunities.

**Terms and Conditions**

It shall be the proposers' responsibility to read the instructions, terms and conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Proposers also are responsible for obtaining and complying with all Addenda and other changes that may be issued relating to this RFP.

**General Requirements:**

The Schools seek to obtain a total imaging solution that provides standardized equipment while delivering similar features and functionality throughout CCS. The selected proposer will be responsible for installation of all multi-functional digital machines, ALL operating supplies and delivery of supplies, (excluding paper), ALL service requirements as necessary to meet the current and future volume demands, and copier/printer management software. All of this must be provided during the entire contract and must be included in the bid price.

All charges associated with maintenance, delivery and removal, training, property tax and insurance must be included in the bid price.

The proposer must be an authorized vendor of the manufacturers' product line as it relates to this RFP. No bids with a minimum number of copies per device will be accepted.

ALL service requirements as necessary to meet the current and future volume demands, and copier/printer management software.

**Equipment Specifications:****Copier/Solution Requirements:**

- Digital copier technology
- One operator manual per unit
- Paper sizes up to 11" x 17"
- Support paper weight up to 90 lbs. index stock.
- Bypass feeder
- Keyboard option where necessary
- Automatic duplexing 2:2
- Auto original size detection
- Image reduction/Enlargement capabilities (25% to 400%)
- Finishing capabilities with stapling up to 50 sheets and up to 11" x 17"
- Three-hole and Two-hole punch
- Electronic sorting
- Batch copy with mixed mode originals
- Duplexing capabilities on photocopier
- Scanning

- High-Speed scanning
- Full network scanning capabilities
- Color scanning capabilities
- Scan to folder
- Scan to Desktop
- Scan to file (PDF, JPG) stored on local hard drive
- Scan to Email capability
- TWAIN Compliant drivers
- OCR capability and software
- Faxing capabilities as necessary
- Color printing
- Network compatibility including internal wired NIC or wireless capabilities
- Protocol supported: TCP/IP / Wireless 802.11N and 803.11AC
- Print Drivers compatible with Desktop OS: Microsoft Windows Server 2012, Windows 7, Windows 10, Mac OSX, iOS, Chrome OS. (Both 32 and 64 bit drivers are required for all OS versions.)
- Follow me print
- Protocol supported: TCP/IP
- Print management software to run in a virtual environment to include centralized print drivers, accounting, user authentication via access code and/or HID Badge access, i.e- PaperCut Enterprise software or equivalent. **(Currently using PaperCut)**
- Air Print/Google Print
- Ongoing and on-site training at all locations
- Exhibit A has a tab with more information of possible questions

The table below details the average copy/print count over twelve months. (Jan 1, 2024 to Jan 1, 2025)

	<b>12 month counts</b>
B&W Copies	28,662,949
Color Copies	2,722,579
Total	31,385,528

### **Electrical Requirements:**

The proposer shall specify electrical requirements including the need for specific receptacles dedicated lines, etc. The selected proposer will provide an adequate surge protection device for each multi-functional digital copier installed. All of this must be provided during the complete term of the contract and must be included in the bid price.

A count of current devices under lease in Cleveland County Schools by location is included with this RFP in Exhibit A. The existing lease expires June 30, 2025. Cleveland County Schools is not committed



to the specific number of devices listed in Exhibit A and welcomes the advice of the potential partner in creating an efficient and cost-effective plan.

### **Revisions or Amendments to this Request for Proposals**

In the event it becomes necessary for the Schools to revise or amend any part of this RFP, the revision or amendment will be forwarded to all Proposers who requested a RFP via email and posted on the webpage. Revisions or amendments to this RFP shall become part of this RFP and shall be responded to in the same manner. After initial Proposer review of this RFP, Proposers are requested to immediately contact the Schools in the event any inconsistencies or ambiguities are found, clarification of specific sections are needed or if general questions arise. Significant questions and their answers, any inconsistencies found and/or clarifications to the RFP, will be shared with all Proposers by Cleveland County Schools as previously described.

Submissions or related documents received after the time and date specified, whether delivered in person or mailed, will not be considered and will be returned unopened.

### **Guidelines**

The successful Proposer shall be required to provide adequate equipment, including equipment that is multifunctional, in each office as determined by the Schools, sufficient to produce the required copies, appropriate scanning and fax capabilities and to provide efficient access for all required users. The Proposer shall include all necessary accessories.

### **Term/Termination**

The Schools anticipates the making of a five (5) year written contract, after which time the contract may be extended for one-year periods. Cleveland County Schools reserves the right to cancel the contract at any time with ninety (90) days written notice. Upon such termination for convenience, the Proposer shall be paid only those lease payments, fees and expenses incurred between notification of termination and the effective date of termination. Termination will be without cause, but with an opportunity for the two parties to work out a solution prior to termination. The parties may mutually agree in writing to an earlier termination. **Note: any proposal that requires the Schools to bear the cost of returning leased equipment upon termination of the contract will be rejected.**

### **Equipment**

Equipment provided shall be current digital technology. The Schools reserves the right to select equipment and accessories at each location from the Proposer's current total product offerings. Proposers shall submit with their proposal a complete listing of equipment including recommended copy volumes. All equipment must be capable of being key coded to track individual usage. Card Reader compatible with currently issued county employee badges is required. If equipment is removed or

replaced, it will fall under the same contract and the contract will be amended so that there are no lease period overlaps.

### **Assignment of Rights; Ownership**

Proposer's rights and obligation under the anticipated Lease Agreement shall not be assigned without the written consent of the Schools, which shall not be unreasonably withheld. However, neither manufacturer programs nor third party leasing agreements will be acceptable. Proposer must hold and maintain title to all equipment installed in the Schools.

### **Removal and Replacement Option**

The Proposer shall provide additional equipment as needed, and update, replace and/or remove equipment as requested during the term of the agreement. No shipping cost shall be borne by the Schools.

### **Quantity**

No minimum or maximum number of units or copies is implied or guaranteed herein. The potential for growth in the number of units exists. All future add-ons will be co-terminus with the existing contract. The replacement of units will be determined by the Schools and the Proposer.

### **Delivery/Installation**

Delivery shall be inside to any location in Cleveland County Schools. Deliveries, set ups, installations and user training are to be included in prices quoted herein including plugging in to building power, data jacks, and testing. Any extraordinary or special wiring will be the responsibility of the Schools.

### **Supplies/Maintenance/Parts/Labor**

All supplies (excluding paper) to include toner, staples, developer, and ink, maintenance, parts and labor are to be supplied by the successful Proposer. Support and maintenance includes provisions of all consumables required by the device (except paper), phone support and troubleshooting, on-site support and troubleshooting, on-site mandatory maintenance and upgrades, and replacement of all irreparable components and/or devices. An adequate inventory of parts and supplies must be available at all times by the Proposer for overnight delivery to Cleveland County School locations. Supplies are to be shipped on a daily basis when immediate needs dictate. Consistently poor performing or problematic copiers and/or printers will be replaced with comparable equipment or repaired to the Schools satisfaction at any time during the contract.

Maintenance includes but is not limited to:

- Unlimited service calls
- All parts and labor (excluding paper)
- Drums
- Average on-site response time shall be four hours or less during regular business hours
- Response by a qualified, factory trained service technician.
- Auto-Toner replenishment
- System to pull meter counts automatically via network connection.
- Loaner provided if defect is anticipated to remain unresolved for 48 hours or more.
- Frequent neglect or deviation from this response time may result in the termination of the contract by Cleveland County Schools.
- Proposers should provide the current number of technicians, their locations, and current average response times in proposal.

Service Technicians must check in at the front office upon arrival to any campus for service calls.

### **Training Requirements**

Training for key operators and other personnel will be provided within forty-eight (48) hours after each installation. On-going training will be provided on an as needed basis throughout the life of the contract. Key operators must be completely and thoroughly trained in their function.

### **Information that Must Be Included in Proposals**

#### **Service Requirements**

1. Warranty – Warranties are to be detailed and run from the Proposer to the Schools
2. Response Time – An average of Four business hours expected
3. Installations and Upgrades – Technician must be present during all installations and upgrades
4. Organizational Charts – Enclose an organizational chart for service personnel who will be assigned to the Schools, to include:
  - a. Name
  - b. Tenure
  - c. Criteria for each level of training
  - d. Certifications
5. Procedures for Identifying and Replacing Faulty Equipment
  - a. Number of times machine will be down and out of service before being replaced
  - b. Malfunctions that would require a machine to be replaced

#### **Administrative Requirements**

1. Account Manager – The Proposer must provide one designated account manager dedicated exclusively to Cleveland County as a point of contact that will have full authority regarding the contract, equipment placement, and personnel who will be assigned to the Schools. The Account

Manager should have a minimum of three (3) years experience in the copier and fax business with a background in service, sales and management.

2. Billing – The Proposer shall provide centralized summary billing containing the following:
  - a. One (1) master invoice identifiable by one (1) invoice number for summary billing for machine population on a monthly basis.
  - b. Detailed, individual machine backup to master invoice to include:
    - i. Serial number and ID number
    - ii. Machine make/model
    - iii. Accessories
    - iv. Location
    - v. Beginning and ending meter readings
    - vi. Total copy volume
    - vii. Dollar amount
    - viii. Bill date
    - ix. Bill must be broken down by individual department and location
  - c. Sample monthly billing documents submitted with proposal.
3. Quarterly Reports – The Proposer shall provide a quarterly report consisting of the following:
  - a. Number of machines placed (by month and total to date) in equipment segment and volume level.
  - b. Average number of service calls for total population.
  - c. Number of calls for each machine.
  - d. Number of copies between calls for each machine.
  - e. Average number of copies between calls for the entire population.
  - f. Average copy volume by equipment segment level.
  - g. Number of hours or days downtime per copier/printer.

#### Proposal Requirements

1. Complete descriptive literature for each unit and each option proposed with recommended copy volumes.
2. List of companies or organizations where similar programs are in place with the following information:
  - a. Customer name
  - b. Customer address
  - c. Customer contact person
  - d. Customer phone number
3. Letters from Manufacturer(s) that include:
  - a. Paper stock recommendations
  - b. Availability of parts, service and supplies
  - c. Recommended Manufacturer(s) monthly volume range

4. A detailed description of any added values that clearly illustrate that proposal has significant “best value” components.
5. Detailed price proposal that clearly illustrates unit price as well as total cost for all equipment and service.
6. List of firms, colleges, cities, counties, or other end users where the Proposer has installed copiers and fax machines, including telephone number and installation date(s).
7. Any other information that may improve the evaluation of the proposed solution to the requirements stated herein.

### **Insurance**

The successful Proposer shall purchase and maintain adequate insurance and include the types of coverage listed below. Failure to furnish and maintain such insurance shall constitute default and will be grounds for termination of the contract.

1. **Worker’s Compensation Insurance**  
The successful Proposer shall maintain during the life of the contract all Worker’s Compensation insurance as is or may be required by the laws of the State of North Carolina.
2. **Public Liability Insurance**  
The successful Proposer shall maintain during the life of the contract public liability insurance covering liability for bodily injury and property damage which may arise from operations, contractual obligations, products and completed operations, as well as operations performed by independent contractors.
3. **Certificate of Insurance**  
The successful Proposer shall furnish Cleveland County Schools a certificate of insurance showing the required Worker’s Compensation and Public Liability insurances are carried by the Proposer. The certificate of insurance must show that it is issued at the request of Cleveland County Schools. The successful Proposer shall not change any required insurance during the life of the contract unless notice of any such change is given in writing to the Schools at least fifteen (15) days prior to any such change.

### **Evaluation of Proposals**

There will be no public “bid opening”. Proposals will be opened, reviewed and evaluated by a team of Cleveland County Schools staff. Pursuant to N.C.G.S. §143-129.8(d), proposals opened, reviewed and evaluated shall not be subject to public inspection until a contract is awarded.

Factors (not in order of importance) to be considered in the award of a contract under this RFP are:

1. Ability of proposed equipment and services to meet the needs of the Schools
2. Availability of service and supplies
3. General reputation of Proposer
4. Proposer’s ability to provide the required equipment and services
5. Quality, value and completeness of the proposal

6. Total cost to the Schools over the term of the contract
7. Other factors demonstrating that the proposal is the “best value” for the Schools

Cleveland County Schools does not intend to purchase any leased equipment. The Proposer should specify the method or methods of contracting with the Proposer such as lease, cost per copy, or other all-inclusive pricing which can be easily budgeted and controlled by the Schools, or any combination of available methods.

## **Exhibit A**

Exhibit A is available at this link: <http://bit.ly/CCS2025MFD-ExhibitA>