

REQUEST FOR PROPOSAL FOR

**Multifunctional Digital Printers/Supplies and Full-
Service Maintenance with an Operating Lease**

FOR THE Muskegon Area District Library



August 29th, 2025

Kevin Wisniewski, IT Director
Muskegon Area District Library
4845 Airline Road Suite 5
Muskegon MI, 49444

RESPONSES DUE: October 3rd, 2025, 5:00 pm

Purpose and Intent

The purpose and intent of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to establish firm fixed price contract(s) through competitive negotiations for the acquisition of Multifunctional Digital Printers/Copiers, Parts/Supplies and Full-Service Maintenance on an “as needed” basis for Muskegon Area District Library, herein referred to as “MADL”.

Background of Muskegon Area District Library

Founded in 1938, the Muskegon County Library became the Muskegon Area District Library in 2006 as a result of a successful millage campaign. MADL serves 19 local governmental units throughout Muskegon County; the residents of which are taxed 1.249 mills. Although everyone in Muskegon County is welcome to use all of the MADL branches, the millage does not include residents of the City of Muskegon and Muskegon Public School District, which are served by Hackley Public Library; The Township of Fruitport and The Village of Fruitport, which are served by the Fruitport District Library; and the City of Whitehall and the Whitehall Public School District, which are served by White Lake Community Library.

Muskegon Area District Library (MADL) serves a community of over 107,000 residents located throughout Muskegon County. Our collection contains over 192,000 physical materials including books for all ages, audio books, CDs, DVD, hotspots, and Playaway Tablets. Our e-resource collection contains over 7 million titles including the most popular albums, TV shows, Comics, eBooks, Movies, and independent films and documentaries. MADL connects a diverse community to resources and services that educate, inform, enrich and entertain.

Scope of Services

There is a need for the establishment of a requirements contract between one or more contractor(s) and Muskegon Area District Library for the provision of Multifunctional Digital Printers/Copiers, Parts/Supplies and Full-Service Maintenance. The successful proposer shall furnish all equipment, labor, materials, and transportation required. The proposer shall provide equipment lease, pre-sale consulting, customer training, maintenance, service and warranty support, installation and connection to the customer’s network upon request. We are looking for proposers to appropriately propose recent technological advancements as well.

General RFP Information and Schedule of Events

MADL reserves the right to vary from this timeline as necessary

RFP release	Friday, March 16
RFP release & announcement on the Library Website	Friday, August 29 th
Questions regarding RFP due	Friday, September 12 th 5:00pm
Answers to vendor questions regarding RFP posted	Tuesday September 16 th 5:00pm
RFP Submission Due Date	Monday, October 3 rd 5:00 pm
Potential interviews/presentations of finalists	Monday, October 6 th – Friday, October 10 th
A recommendation made to the Library Board for Approval	Monday, October 20 th
Possible Contract signing and order placing	Tuesday, October 21 st – Friday, October 24 th
Implementation	Month of November

Procedure for Submission of Proposals

1. Questions regarding this RFP must be sent exclusively to kwisniewski@madl.org by **5:00 PM (EST) on Friday, September 12th, 2025**
2. Responses to questions will be posted in the form of an addendum on MADL's website (<https://madl.org/governance-financials/>)
3. Proposals must be submitted in the format of either one (1) print copy in a sealed envelope marked with the name, address, and contact information of the proposing firm and the words "Proposal for Multifunctional Digital Printers/Copiers" or one (1) electronic copy via email. Proposals must be received by MADL no later **than 5:00 PM (EST) on Monday, October 3rd, 2025**. Submission of Bid and related questions should be addressed to the following Library Contact:
 - a. Muskegon Area District Library
Attn: Kevin Wisniewski, IT Director
4845 Airline Road Suite 5
Muskegon, MI 49444
Subject: "Proposal for Multifunctional Digital Printers/Copiers"
Email: kwisniewski@madl.org
4. All proposals must be submitted in their entirety by the deadline
5. Proposals delivered after the due date will not be given consideration and will be returned unopened

Needs & Specifications

MADL currently has one printer at each of its locations including 1 Sharp MX-5071 and 10 Sharp MX-2651. MADL is looking for proposers to provide information about what current models they have that will fulfill our proposal requirements and needs regardless of our current models.

Current Models

Quantity	Location	Model
1	Administration	Sharp MX-5071 w/ finisher (Hole Punch, Staple, Fold)
1	LVPD	Sharp MX-2651
1	Dalton Branch	Sharp MX-2651
1	Egelston Branch	Sharp MX-2651
1	Holton Branch	Sharp MX-2651
1	Montague Branch	Sharp MX-2651
1	Muskegon Heights Branch	Sharp MX-2651
1	Muskegon Township Branch	Sharp MX-2651
1	North Muskegon Branch	Sharp MX-2651
1	Norton Shores	Sharp MX-2651
1	Ravenna Branch	Sharp MX-2651

Average number of monthly prints (June 2024 – May 2025)

Location	Average Monthly Pages
Administration	8,500
LVPD	1000
Dalton Branch	750
Egelston Branch	1500
Holton Branch	700
Muskegon Heights Branch	1850
Montague Branch	1350
Muskegon Township Branch	1900
North Muskegon Branch	2200
Norton Shores Branch	5700
Ravenna Branch	1000

Equipment Option A

General Minimum Requirements

The general requirements identified in this section apply to Multifunctional Digital Printers/Copiers with an operating lease. Proposer is required to address all the requirements below in the proposal response.

1. All equipment shall be “New” as defined below:
 - a. Equipment which all components and entire make up has never been used past initial testing by the original manufacturer; final assembly has not been used previously and is being actively marketed.
 - b. Equipment shall be high end business grade (not consumer grade).
 - c. Equipment shall be energy star compliant.
 - d. Units shall have a low noise level in accordance with OSHA requirements.
2. All equipment shall be capable of color as well as Black and White.
3. All equipment shall produce “Sharp” copies in an efficient manner and not require excessive remedial maintenance that will have a detrimental effect on the ability of MADL to meet its goals and objectives
4. All equipment shall be “user friendly” with an uncomplicated keyboard/keypad and must include a message display to help the user with all copying/printing/scanning/faxing functions (ex: low toner, paper, clearing jammed copies, etc.). Equipment design shall allow paper jams to be easily cleared by the everyday users.
5. Equipment shall be, at a minimum, capable of handling stock sizes 8.5” x 11”, 8.5” x 14” and 11” x 17”.
6. Clear and concise operating manuals shall be delivered with the equipment
7. All equipment shall be clearly labeled with a unique Identification Number. Such labels shall be affixed where they are easily seen and shall be made of tamperproof materials. All written and verbal correspondence affecting equipment obtained under this resulting contract shall be identified by this identification number.
8. Contractor shall guarantee the availability of parts and supplies for the entire period of the lease.

9. Optional networking capabilities shall be available upon the request of MADL. District desktop environment is Microsoft Windows & macOS in a Hybrid Environment.
10. All equipment must have network capabilities usable within the MADL environment.
 - a. Network connectivity should be Ethernet and capable of running at a minimum of 100 MB in a switched environment.
11. All equipment must support Microsoft 365 Modern Authentication including but not limited to scan-to-email using OAuth 2.0 Authentication.
 - a. The ability to scan to OneDrive and SharePoint Online is a plus.
12. Equipment must support Apple Air Print
13. Equipment must be capable of notifying an administrator using the network if a problem exists.
14. The equipment must be capable of printing PCL and Postscript, and the necessary drivers must be supplied for Microsoft Windows & macOS. The Windows environment includes but is not limited to Windows 11, Windows Server 2019, 2022, macOS.
15. Upon delivery and installation of all equipment, the contractor shall conduct a demonstration of the equipment in front of MADL's representative to verify that all the equipment is fully operational and follows the contract specifications. All deficiencies shall be promptly and permanently corrected prior to the final acceptance of the equipment.
16. Copiers shall be state-of-the-art in design and functionality.
17. Printers/Copiers shall provide features which allow secure printing of confidential documents (e.g. entering personal identification numbers at the control panel of the photocopier prior to the actual initiation of print) at no additional cost.
18. Proposal response should list consumable lifespan of common components
 - a. Drums, developer, fuser, etc.
19. Proposal response should list power requirements for all equipment

Light Production Printer Additional Information & Requirements

1. The Administration branch does in-house printing for full color flyers, brochures, pamphlets, posters, etc. for all the other branch's marketing needs and has been using the MX-5071 for these needs and have determined that this equipment no longer meets our needs for these materials.
2. Multiple options for a replacement machine that offers more features, and a wider gamut range is of interest to us for this location resulting in the possibility of two units. One for light production of marketing materials and another for everyday basic use.
3. Light production equipment must be compatible with macOS Sequoia 15.5 and higher. Our marketing department uses macOS exclusively.
4. Light production equipment should have a maintenance interval of 300 thousand pages
5. Light production equipment should be capable of self-cleaning and calibration
6. Light production equipment should have the option for a Fiery controller
 - a. An optional addition and cost of a Fiery controller should be provided
7. Light production equipment should be capable of Full Bleed on all size ranges from 8 ½ x 11 to 11x17
8. Light production Equipment should be capable of running 1,000's of consecutive 100% coverage color documents with minimal variation

Equipment Option B

General Minimum Requirements

The general requirements identified in this section apply to Multifunctional Digital Printers/Copiers with an operating lease. Proposer is required to address all the requirements below in the proposal response.

1. All equipment can be remanufactured, reconditioned or refurbished equipment as defined below:
 - a. Equipment which all components and entire make up has significant life remaining in its life cycle.
 - b. Total page count proves significant life remaining.
 - c. Equipment has not been used for more than 6 years by a previous user.
 - d. Equipment will be future proof for at least another 4 years.
 - e. Equipment should not be more than 1 generation back
 - f. Parts & Supplies will be readily available for at least another 4 years.
 - g. The equipment shall be high end business grade (not consumer grade).
 - h. Equipment shall be energy star compliant.
 - i. Units shall have a low noise level in accordance with OSHA requirements.
2. All equipment shall be capable of color as well as Black and White.
3. All equipment shall produce “sharp” copies in an efficient manner and not require excessive remedial maintenance that will have a detrimental effect on the ability of MADL to meet their goals and objectives
4. All equipment shall be “user friendly” with an uncomplicated keyboard/keypad and must include a message display to help the user with all copying/printing/scanning/faxing functions (ex: low toner, paper, clearing jammed copies, etc.). Equipment design shall allow paper jams to be easily cleared by the everyday users.
5. Equipment shall be, at a minimum, capable of handling stock sizes 8.5” x 11”, 8.5” x 14” and 11” x 17”.
6. Clear and concise operating manuals shall be delivered with the equipment
7. All equipment shall be clearly labeled with a unique Identification Number. Such labels shall be affixed where they are easily seen and shall be made of tamperproof materials. All written and verbal correspondence affecting equipment obtained under this resulting contract shall be identified by this identification number.
8. The contractor will guarantee the availability of parts and supplies for the entire period of the lease.
9. Optional networking capabilities shall be available at the request of MADL. MADL’s desktop environment is Microsoft Windows using Microsoft Active Directory technology.
10. Network capabilities must be usable within the MADL environment.
11. Network connectivity should be Ethernet and capable of running at a minimum 100 MB in a switched environment.
12. Equipment must be capable of notifying an administrator using the network if a problem exists.
13. The equipment must be capable of printing PCL and Postscript, and the necessary drivers must be supplied for Microsoft Windows & macOS. The Windows environment includes but is not limited to Windows 11, Windows Server 2019, 2022, macOS.

14. Upon delivery and installation of all equipment, the contractor shall conduct a demonstration of the equipment in front of MADL's representative to verify that all the equipment is fully operational and follows the contract specifications. All deficiencies shall be promptly and permanently corrected prior to final acceptance of the equipment.
15. Copiers shall be state-of-the-art, minimally third generation in design and functionality.
16. Printers/Copiers shall provide features which allow secure printing of confidential documents (e.g. entering personal identification numbers at the control panel of the photocopier prior to the actual initiation of print) at no additional cost.
17. Proposal response should list consumable lifespan of common components
 - a. Drums, developer, fuser, etc.
18. Proposal response should list power requirements for all equipment

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8. Light production Equipment should be capable of running 1,000's of consecutive 100% coverage color documents with minimal variation

Full Service and Maintenance Support Requirements – Printers/Copiers

All contractors shall be required to have a service organization capability which includes, but is not limited, to the following:

1. Full service and maintenance shall be included for all equipment leases for duration of the lease period. This shall include preventive maintenance, all parts, materials and labor, and all operating supplies including staples (does not include paper). Specify delivery mode and if any costs are associated with it.
2. All warranty or maintenance services to be performed on contract products as well as any associated hardware or software shall be performed by manufacturer authorized technicians. Proof of manufacturer's authorization shall be provided to MADL upon request.

3. Response to request for service shall be made within four (4) business hours after notification by MADL. Maintenance shall be performed during normal business hours per the individual Branch open hours.
4. Repairs of the equipment shall be completed within twenty-four (24) hours after the initial arrival of a service technician at the site.
5. Contractors must maintain an adequate supply of spare components to minimize downtime of the equipment.
6. The contractor shall provide a free loaner machine of equivalent or greater capacity when existing equipment is anticipated to be out of service for longer than three (3) business days.
7. The contractor should provide a toll-free or local telephone number for technical assistance.
8. The contractor shall schedule preventative maintenance (PM) service calls thirty (30) Days in advance throughout the warranty period for each piece of equipment throughout the lease period for all rented equipment. Scheduled PM shall include but not limited to routine cleaning, lubrication, necessary adjustments and replacement of (worn) unserviceable parts.

Performance Guarantee

1. The copier shall be required to operate satisfactorily and produce acceptable copy quality at a 90% effectiveness level during any month during the lease agreement.
2. The copier failure rate shall not average more than 2 malfunctions (breakdowns) per month, requiring contractor corrections. Machines which develop a trend of requiring excessive number of service calls (6 service calls in a three-month period) shall be reported by the user to the Contract Administrator for compliance with this provision. Service calls shall be counted in this timeframe due to machine malfunction only, not operator error, or preventive maintenance calls.
3. In the event that the contractor fails to comply with the performance requirements of this Section, the contractor shall replace the non-compliant machine with a new machine within two (2) business days from the replacement request from MADL. The replacement machine must match all requirements of the non-compliant machine.
4. Failure to replace the machine when required by this section will result in the cancellation of the lease agreement, the machine removed immediately from MADL's premises at the contractor's cost, and no penalty charges assessed.

Training

Contractor shall provide training to MADL staff

1. User training shall be provided on two levels. Both levels of training shall be made available to end user within eight business hours of the installation, will be provided on site at the copier location and at the sole expense of the provider.
2. The first level shall be general use and will cover, but not be limited to; general usage, available functions, setting changes and how to deal with minor equipment malfunctions (e.g. paper jams, etc.)
3. The second level shall be designed for at least 2 key operators (identities of trainees to be determined by the site administrator or designee) and shall include, but not be limited to, changing toner, installing staples, clearing jams, all functional options, etc.

4. Further, a minimum of two (2) additional User training sessions per year over the term of this contract shall be made available for each level, and each installation site. These additional training sessions will be utilized if the customer has, in their opinion, a large enough change in personnel to warrant the sessions.
5. Vendor is to supply all technical publications and literature to MADL IT staff at no cost to MADL.
6. Technical updates are to be provided to MADL IT they are released by the manufacturer at no cost to MADL.
7. All training shall be provided in accordance with manufacturer's requirements.

Tracking Usage

1. MADL is seeking a solution for managing copier usage that provides site monitoring and reporting capabilities, e.g. the ability to monitor copying, printing, and faxing, as applicable per device.
2. Tracking use on copiers is essential for fiscal management. Proposer shall include in their proposal information detailing any available solution and associated cost.

Delivery/Installation/Removal Requirements

1. Delivery for all items under this contract shall be made between regular business hours.
2. Delivery shall be made directly to MADL branch sites. Branch sites are as follows:

Administration/LVPD	4845 Airline Road Suite 5, Muskegon 49444
Dalton Branch	3175 Fifth St, Twin Lake 49457
Egelston Branch	5428 East Apple Avenue, Muskegon 49442
Holton Branch	8776 Holton-Duck Lake Rd, Holton 49437
Montague Branch	8778 Ferry Street, Montague 49437
Muskegon Heights Branch	2808 Sanford Street, Muskegon Heights 49444
Muskegon Township Branch	1765 Ada Avenue, Muskegon 49442
North Muskegon Branch	1522 Ruddiman Drive, North Muskegon 49445
Norton Shores Branch	705 Seminole Road, Norton Shores 49441
Ravenna Branch	12278 Stafford Street, Ravenna 49451

3. The contractor shall be responsible for providing all start-up supplies (ink, staples, toner, cables, etc.) except paper upon installation of any machine at no additional cost to MADL.
4. Upon delivery/installation of all equipment, the contractor shall conduct a demonstration of the equipment in front of MADL's representative to verify that all the equipment is fully operational and is in compliance with the contract specifications. Any and all deficiencies shall be promptly and permanently corrected prior to the final acceptance of the equipment.
5. Contractor shall be responsible for picking up, transporting, and return shipping costs relating to the current 11 machine fleet at 10 locations.
6. Contractor is responsible for data destruction services relating to the current 11 machine fleet with certificates provided for each machine.

Lease of Digital Printer/Copier Equipment

The following lease plan is to be available to MADL commencing on the date of installation.

1. Thirty-six (36) to Sixty (60) month operating lease
2. Lease equipment shall have full service and maintenance in accordance with the Full Service and Maintenance Support Requirements section of this RFP.

Expiration/Renewal of Lease Agreement

1. Contractor shall send MADL's written notification of pending end of term at ninety (90) days, again at sixty (60) days and again at 30 days prior to the end of the lease term.
2. Lease agreement shall not be subject to automatic renewal but may be continued on a month-to-month basis.
3. At conclusion of the lease agreement, contractor shall remove the equipment at their own expense. MADL shall not be responsible for pickup, storage, shipping or transportation charges to return the equipment to the contractor.

Model Upgrades and Downgrades

1. To meet end user's changing needs and requirements, flexibility for upgrading and downgrading equipment with the same provider throughout the resulting contract shall be allowed.
2. The addition of options/accessories to already in-place leased equipment shall not be considered the start of a new lease agreement.
3. Contractor shall provide free of charge all manufacturer-issued operating software upgrades and patches as they become available throughout the period of the lease agreement.

Award of Contract

The following employee of MADL is the only contact person for any questions that may arise before the contract is awarded: Kevin Wisniewski, IT Director. Any questions or clarifications regarding this RFP should be emailed to kwisniewski@madl.org. All questions should be submitted no **later than 4:00 PM (EST) on September 18, 2020.**

1. MADL reserves the right to award the total proposal, to reject any and all proposals in whole or in part, to award parts of the proposal to separate vendors, and to waive any informality or technical defects if, in MADL's sole judgment, the best interests of MADL will be so served.
2. No action will be binding on the Library until a contract has been executed by both parties and approved by the Muskegon Area District Library Board of Trustees.

Evaluation of Proposal

1. Proposals will be reviewed by an evaluation team comprised of MADL staff. Proposals will be judged based on how closely they meet MADL's requirements, the experience of the proposer, and the overall cost of the project.
2. MADL staff will review the submitted proposals and *may* select proposers to meet with the evaluation team in October 2025, to discuss the package and to determine which proposer most closely meets the needs of MADL.

3. MADL staff will prepare a recommendation to the Library Board, which will make the final determination to award the contract. The selected proposer will meet with MADL staff to prepare a contractual agreement between the library and the proposer as soon as is reasonable after the final selection is made. Failure to negotiate a mutually agreeable contract may result in the cancellation of any award.

Selection Process

1. After the period for receipt of proposals has closed, each proposal will be examined to determine compliance with the format and information requirements specified in the RFP. Any proposal that does not meet the format and information requirements may be eliminated from consideration.
2. The Library may reject any proposal if it is conditional, incomplete, or contains irregularities. MADL also reserves the right to reject all proposals.
3. Following evaluation of proposals, the top candidates may be requested to participate in an interview to determine and select the vendor that most closely meets the needs of MADL; however, MADL reserves the right to select based solely on the written proposal without an interview.

Mandatory Response Checklist

One (1) print hard copies or one (1) electronic copy of the proposal including:

- Cover Letter
- Prior experience
- References
- Proposed approach to scope of services
- Technical specifications of hardware
- Vendor Contact Information
- Cost breakdown