

Request for Proposals



Project Name: Copier and Maintenance Services

Issue Date: March 26, 2026

Bid Due Date: April 22, 2026 10:00AM EST

1. PROJECT OVERVIEW

The City of Buchanan is soliciting proposals from qualified vendors to provide copier equipment, leasing, maintenance, and support services for multiple City departments.

The City currently operates four copiers across four locations. Detailed information regarding existing equipment, including make, model, type, and usage volumes, is included in Attachment A.

The City intends to enter into a contract for a term of thirty-six (36) months, with potential renewal options at the City's discretion.

The objective of this RFP is to secure reliable, cost-effective, and modern multifunction copier solutions that improve efficiency, reduce downtime, and support the operational needs of City staff.

2. SCOPE OF SERVICES

The selected vendor shall provide all labor, materials, equipment, and services necessary to furnish a complete copier solution, including but not limited to:

2.1 Equipment Requirements

Proposed copier systems must:

- Match or exceed the performance and functionality of the City's current Sharp copiers (see Attachment A)
- Include multifunction capabilities: copy, print, scan, and fax
- Provide finishing features including stapling and collating
- Support scan-to-email and scan-to-network folder functionality
- Be compatible with the City's existing IT infrastructure and network environment
- Meet current industry standards for energy efficiency and security

Vendors must clearly demonstrate how proposed equipment meets or exceeds current specifications.

2.2 Delivery and Installation

The vendor shall:

- Coordinate delivery and installation with City staff
- Remove and properly dispose of or return existing equipment
- Install and configure all devices for full functionality
- Integrate devices with the City's network environment
- Ensure all equipment is fully operational at time of acceptance

2.3 Training

The vendor shall provide:

- On-site training for City staff at no additional cost
- User manuals and documentation for all equipment
- Ongoing training resources as needed

2.4 Maintenance and Support

The vendor shall provide full-service maintenance, including:

- All labor, parts, and consumables (excluding paper)
- Toner, drums, developer, staples, and related supplies
- Preventative maintenance services
- Regular service reporting

Service Requirements:

- Response time of 24 hours or less for service calls
- Defined escalation procedures for:
 - Minor service issues
 - Major service issues
 - Equipment outages
- Service availability during City business hours:
 - Monday through Thursday: 7:30 a.m. to 5:30 p.m.
 - Friday: 7:30 a.m. to 11:30 a.m.

2.5 Performance Standards

- Equipment must perform at a minimum of 95% uptime during business hours

- If a machine fails to meet this standard, the vendor must replace it with an equal or better model at no cost
- Failure to correct performance issues may result in contract termination with a 10-day written notice

2.6 Warranty

- Minimum one-year warranty on parts and labor
- Vendors shall describe any extended warranty options

3. COST AND PRICING REQUIREMENTS

Proposals must include:

- Fixed monthly lease cost for each device
- Cost per page for black and white and color printing
- All-inclusive maintenance pricing
- Itemized list of any optional accessories and associated costs

Additional Requirements:

- All pricing must remain fixed for the duration of the contract
- Vendors must disclose all additional fees, including:
 - Early termination fees
 - Overage charges
 - Delivery or installation fees (if any)

4. PROPOSAL SUBMITTAL REQUIREMENTS

4.1 Submission Deadline

Proposals must be received no later than:

April 22, 2026 at 10:00 AM EST

4.2 Submission Instructions

Proposals shall be submitted in a sealed envelope clearly marked:

ATTN: Copier Leasing and Maintenance Services

5. PROPOSAL FORMAT

To ensure a fair and efficient evaluation, proposals must follow the format below:

5.1 Title Page / Cover

Include:

- Company name
- Address
- Phone number
- Email address
- Contact person authorized to negotiate and bind the company

5.2 Vendor Profile

1. Overview

Provide a general description of your company.

2. Experience

Describe experience providing copier services, particularly for municipalities or public sector clients.

3. References

Provide at least three (3) references using the required reference sheet.

4. Contract Management

Describe the service team assigned to the City and support structure.

5. Compliance and Exceptions

Confirm compliance with all requirements and identify any exceptions.

5.3 Work Plan

Provide a detailed plan describing:

- Delivery and installation process
- Equipment setup and network integration
- Training approach
- Ongoing service and maintenance strategy

5.4 Maintenance and Support Approach

Describe:

- Maintenance agreement structure
- All costs including travel, labor, and materials
- Service request and escalation procedures

- Response and resolution timelines

6. EVALUATION CRITERIA

Proposals will be evaluated based on:

- Cost and overall value
- Equipment quality and functionality
- Vendor experience and references
- Service and support capabilities
- Compliance with RFP requirements

7. GENERAL CONDITIONS

- The City reserves the right to reject any or all proposals
- The City may waive minor irregularities in proposals
- The City reserves the right to negotiate with selected vendors
- The City is not responsible for costs incurred in preparing proposals

8. ATTACHMENTS

Attachment A: Current Copier Inventory and Usage

9. TERMS AND CONDITIONS

The following standard clauses shall apply to all Requests for Proposals (RFPs) issued by the City of Buchanan, State of Michigan. Submission of a proposal constitutes acknowledgment and acceptance of these terms.

Right to Reject or Accept Proposals

The City reserves the right to accept or reject any or all proposals, to waive any informalities or irregularities in the proposals received, and to award the contract in whole or in part to the proposer deemed to be in the best interest of the City.

No Obligation to Award

Issuance of this RFP does not obligate the City to award a contract, and the City shall not be liable for any costs incurred by proposers in the preparation, submission, or presentation of proposals or in anticipation of award.

Proposal Costs

All costs associated with the preparation, submission, and presentation of a proposal shall

be borne solely by the proposer. The City shall not be responsible for any costs or expenses related to this process.

Right to Negotiate

The City reserves the right to negotiate with one or more proposers deemed most responsive and qualified, to request additional information or clarification, and to conduct interviews or presentations as necessary.

Proposal Validity

All proposals shall remain valid and binding for a period of not less than ninety (90) days following the proposal due date unless otherwise specified in the RFP.

Addenda and Modifications

Any interpretation, correction, or change to this RFP will be made by written addendum issued by the City. Only those communications identified by formal written addendum shall be binding.

Disclosure and Public Record

Proposals submitted in response to this RFP become public records subject to disclosure under the Michigan Freedom of Information Act (FOIA), MCL 15.231 et seq., following award or rejection of all proposals.

Award and Contract Execution

The successful proposer shall be required to enter into a written agreement with the City in a form acceptable to the City Attorney. The City reserves the right to accept or reject proposed contract terms and to make modifications in the best interest of the City.

Compliance with Laws

The proposer shall comply with all applicable federal, state, and local laws, ordinances, codes, and regulations, including but not limited to those governing non-discrimination, safety, and employment.

Reservation of Rights

The City reserves the right to:

- Reject any proposal deemed non-responsive or non-responsible;
- Withdraw or cancel the RFP at any time without obligation;
- Negotiate with one or more proposers;
- Postpone proposal submission or opening dates; and
- Consider any other factors deemed to be in the City's best interest.

SCHEDULE

In order to be considered, the proposal must be received at the City of Buchanan, 302 N Redbud Trail, Buchanan MI 49107, on or before **April 22, 2026 10:00AM EST**. All proposals shall be in a sealed package marked: ATTN: BID – Copier and Maintenance Services. The City cannot accept bids received after this time. Electronic bids are not accepted.

Please submit your sealed bid by **April 22, 2026 10:00AM EST** to:
Kalla Langston-Weiss, City Clerk
302 North Red Bud Trail
Buchanan, MI 49107

For any questions regarding the project, please contact:
Emma Lysy, Deputy Clerk & Administrative Coordinator
elysy@cityofbuchanan.com
269-695-3844 ext. 10

Attachment A



AVERAGE CURRENT COSTS AND PRINTER INVENTORY

Printers are located at Buchanan City Hall, Public Safety, and Public Services buildings.

Printer Location	Printer	Avg Monthly Volume
Public Services	Avg Monthly B/W Sharp MX-b350W	858
Public Safety	Avg Monthly B/W Sharp MX-C304WH	2106
Public Safety	Avg Monthly Color Sharp MX-C304WH	1142
City Hall	Avg Monthly B/W Sharp MX-3050N	1229
City Hall	Avg Monthly Color Sharp MX-3050N	4864
City Hall	Avg Monthly B/W Sharp MX-M465N	2115