

# Request for Proposal (RFP)

## Campus-Wide Replacement of Copiers and Printers

**Issued by:** Pierre Indian Learning Center

**Location:** Pierre, South Dakota

**RFP Issue Date:** February 17, 2026

**Proposal Due Date:** March 16, 2026

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### 1. Introduction

Pierre Indian Learning Center (PILC) is soliciting sealed proposals from qualified vendors to provide a **campus-wide replacement of leased copiers and printers**, including select devices with **FAX capabilities**. The selected vendor will be responsible for assessment of equipment need, installation of new devices, integration with existing systems, ongoing service and maintenance, and provision of consumables under a comprehensive service agreement. Length of lease contract will be for 36 months.

This RFP is intended to identify a reliable, cost-effective, and technologically current solution that supports instructional, administrative, and operational needs across the PILC campus.

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### 2. Scope of Work

The successful proposer shall provide a **turnkey managed print solution**, including but not limited to:

- Replacement of existing copiers and printers across the PILC campus
- Assessment of current device placement and usage
- Delivery, installation, configuration, and testing of new devices
- Provision of all required software, drivers, and integrations
- Ongoing service, maintenance, and support
- Supply and management of ink, toner, and other consumables

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### 3. Mandatory Campus Walk-Through

A **campus walk-through is required** prior to submission of any proposal. The walk-through is intended to ensure proposers understand the campus layout, device locations, and the models and conditions of existing equipment.

Interested entities must arrange a tour by contacting:

**Dr. Veronica Morley**

Superintendent, Pierre Indian Learning Center

Email: **Veronica.Morley@k12.sd.us**

Proposals submitted without completion of the campus walk-through will be deemed non-responsive.

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## 4. Existing Environment

PILC currently utilizes a mix of copiers and printers of varying ages and capacities, deployed across instructional, administrative, and support areas. Some locations require multi-function devices with FAX capabilities. Detailed inventories will be available during the campus walk-through.

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## 5. Technical Specifications

Proposals must clearly identify all equipment being offered and include detailed technical specifications. At a minimum, devices should meet or exceed the following requirements (as applicable by device type):

### 5.1 Multi-Function Copiers (MFPs)

- Print, copy, scan; FAX where required
- Network-capable (Ethernet and/or wireless where appropriate)
- Minimum print speed options appropriate for departmental use
- Duplex (double-sided) printing and scanning
- Secure print and user authentication options
- Compatibility with Windows-based environments
- Energy-efficient and ENERGY STAR® compliant

### 5.2 Printers

- Networked and/or locally connected as required
- Monochrome and color options as appropriate
- Duplex printing capability
- Adequate monthly duty cycles for intended usage

### 5.3 General Requirements

- New or manufacturer-certified refurbished equipment (must be clearly identified)
- Standardized models where possible to reduce support complexity

- Full manufacturer warranty

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## 6. Installation and Transition Plan

Proposals must include a detailed plan for:

- Project timeline from award to full deployment
- Coordination with PILC staff to minimize disruption
- Phased or after-hours installation if required
- Device testing and acceptance
- User orientation or basic training, if offered

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## 7. Service and Maintenance Requirements

The proposer must provide comprehensive service and maintenance for all equipment for the duration of the agreement.

### 7.1 Service Level Agreement (SLA)

The proposal must include a detailed SLA that addresses, at minimum:

- **Guaranteed response times** for service calls (e.g., same business day, next business day)
- **Guaranteed resolution or workaround timelines**
- **Guaranteed toner/ink delivery times**, including emergency delivery procedures
- Preventative maintenance schedules
- Escalation procedures for unresolved issues
- Availability of local service technicians
- Reporting on service performance and uptime

Proposers must clearly state any exclusions or limitations.

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## 8. Ink and Toner Management

Proposals must describe the mechanism for supplying and managing ink and toner, including:

- Cost structure (included in cost-per-page, bundled, or separate)
- Automatic replenishment options
- On-site stocking versus just-in-time delivery
- Process for emergency or expedited toner replacement
- Handling of defective or unused consumables

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## 9. Software and Systems Integration

Proposals must detail all software components and integration capabilities, including:

- Print management or monitoring software
- Compatibility with existing network and directory services
- Secure printing, scanning, and user authentication features
- Scan-to-email, scan-to-folder, and similar workflows
- Reporting and usage analytics
- Licensing requirements and costs on all software must comply with applicable data privacy and security standards

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## 10. Pricing and Cost Proposal

Proposals must provide a clear and comprehensive cost breakdown, including:

- Equipment costs (purchase or lease options, if applicable)
- Installation and implementation costs
- Monthly or per-device service fees
- Cost-per-page rates for black-and-white and color printing
- Ink and toner costs and assumptions
- Any additional or optional costs

All pricing should be clearly stated, with any escalation clauses or annual adjustments disclosed.

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## 11. Vendor Qualifications

Proposers should include:

- Company background and years in operation
- Experience providing managed print services for K-12 or similar educational environments
- References from comparable clients
- Description of local or regional support resources

## 12. Proposal Submission Requirements

Proposals should include the following sections, in order:

1. Executive Summary
2. Confirmation of Campus Walk-Through Completion
3. Technical Solution and Equipment Detail
4. Implementation and Transition Plan
5. Service and SLA Description
6. Ink and Toner Management Plan
7. Software and Integration Details
8. Pricing and Cost Proposal
9. Vendor Qualifications and References

**Proposals must be submitted electronically (via email) to [Veronica.Morley@k12.sd.us](mailto:Veronica.Morley@k12.sd.us) by 5:00 PM CST on March 16, 2026.** Proposals received after the cutoff date and time will not receive consideration.

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## 13. Evaluation Criteria

Proposals will be evaluated based on, but not limited to, the following criteria:

- Compliance with RFP requirements
- Quality and suitability of proposed equipment
- Strength and clarity of service and SLA commitments
- Total cost of ownership
- Ink and toner management effectiveness
- Software functionality and integration capabilities
- Vendor experience and references
- Results of the mandatory campus walk-through

PILC reserves the right to request demonstrations, clarifications, or interviews as part of the evaluation process.

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## 14. General Conditions

- PILC reserves the right to reject any or all proposals
- PILC is not responsible for costs incurred in proposal preparation
- All proposals become the property of PILC
- Any awarded contract will be subject to final negotiation and approval

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## 15. Contact Information

All questions regarding this RFP and scheduling of the mandatory campus walk-through must be directed to:

**Dr. Veronica Morley**

Superintendent, Pierre Indian Learning Center  
Email: **Veronica.Morley@k12.sd.us**

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*End of RFP*