Polk County Schools
Doing what's right for students

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Request for Proposal (RFP)

Managed Print Services

Issue Date
March 2, 2026

Proposal Due Date and Time
March 27, 2026, by 5 pm EST

Submission Location
All submissions will occur in a PDF format and will be submitted to: bschweitzer@polkschools.org

Point of Contact
All communications regarding this RFP must be directed to:

Name:	Brandon Schweitzer
Title:	Director of Operations
Email:	bschweitzer@polkschools.org
Phone:	828-894-1023

Proposals must be received by the date and time listed above. Late proposals will not be accepted.

Polk County Schools reserves the right to issue addenda to this RFP. All addenda will be posted to the district website. Vendors are responsible for monitoring the site and acknowledging receipt of all addenda in their proposal.

1. INTRODUCTION AND PURPOSE

Polk County Schools (PCS) is soliciting proposals from qualified and experienced vendors to provide a comprehensive **Managed Print Services (MPS)** program. Under this program, the awarded vendor will supply, install, maintain, and support a district-wide fleet of multifunction printers (MFPs) and single-function printers. **PCS will not own any devices**; all equipment will remain the property of the vendor throughout the contract term.

This RFP seeks a partner that can deliver:

- Reliable, modern printing and copying technology
- A centralized, secure print management platform (PaperCut or equivalent)
- Predictable, transparent, per-copy pricing for **Black & White** and **Color** output
- High availability, excellent service response, and strong device uptime
- Ongoing support, analytics, and optimization of printing environments

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2. DISTRICT OVERVIEW

Polk County Schools is a public K-12 district located in western North Carolina serving students across seven school sites, including elementary, middle, high school, and early college campuses. In addition, the district operates three support locations: central administration, maintenance, and transportation services.

The district is seeking to modernize and standardize its print environment under a single Master Managed Print Services Agreement that provides consistent equipment, centralized management, and predictable cost control across all locations.

Based on historical customer total reporting for the four most recent fiscal years, Polk County Schools has experienced the following annual print volumes:

Fiscal Year 2021 2022

Mono: 4,107,416
Color: 113,302

Fiscal Year 2022 2023

Mono: 4,565,211
Color: 152,385

Fiscal Year 2023 2024

Mono: 4,263,910
Color: 187,556

Fiscal Year 2024 2025

Mono: 4,094,219
Color: 192,322

***Detailed historical annual customer total reports are included as Appendix C for vendor reference*

For proposal modeling and comparison purposes only, vendors may assume estimated annual volumes of approximately **4,250,000 monochrome impressions and 200,000 color impressions**.

These figures are provided solely for pricing analysis and financial modeling and do not represent a guaranteed minimum volume commitment. Actual usage may vary due to enrollment changes, instructional practices, technology adoption, operational efficiencies, or print reduction initiatives.

The district reserves the right to adjust device placement and overall fleet size during the term of the agreement to maintain an optimized, cost-effective print environment.

3. SCOPE OF SERVICES

The awarded vendor shall provide a complete Managed Print Services solution, including:

3.1 Equipment (Provided & Owned by Vendor)

Vendors will propose a fleet of NEW (non-refurbished) devices meeting the specifications PCS will supply. Equipment categories include:

- **Multifunction Printers (MFPs)** – print, copy, scan, optional fax
- **Single-function printers** – network-connected, district-approved models

Multifunction Printer Requirements:

- Include compatible proximity card readers for staff badge authentication
- Support student authentication via SSO and/or PIN entry
- Support secure release printing district-wide
- Include all required accessories such as finishers, trays, card readers, and optional fax kits where specified

Single Function Printer Requirements:

- Integrate with the centralized print management platform
- Support print tracking and reporting
- Comply with district print policies, including duplex enforcement and color restrictions where applicable

  Single-function printers are not required to include proximity card readers or on-device authentication hardware unless specifically identified in the district specifications

3.2 Print Management System Requirements

The Managed Print Services solution must include a fully integrated, centralized print management platform capable of delivering secure authentication, print release, tracking, reporting, and policy enforcement across all district devices.

The proposed system may be PaperCut or an equivalent platform; however, it must meet or exceed all functional requirements listed below.

3.2.1 Authentication Requirements

Staff Authentication
All staff shall authenticate at any MFP using district-issued proximity ID badges. Vendors must include compatible proximity card readers for every MFP device. Badge reader hardware must be included in the base proposal price.

Fallback Authentication
The system must support secondary authentication using PIN or username and password in the event a badge is unavailable.

Student Authentication
Students shall authenticate using one or more of the following supported methods:

- Google Workspace single sign-on
- Unique student PIN
- Mobile or web-based job release

The system must allow different authentication methods by user group or building, if desired by the district.

Directory Integration
The system must integrate with Google Workspace for synchronization of users, groups, and student identifiers.

Find-Me Printing
The system must support district-wide Find-Me or pull-printing queues, allowing users to release print jobs at any authorized device.

3.2.2 Core Functional Requirements

The print management system must:

- Provide secure print release at all devices
- Support Chromebook, macOS, Windows, and mobile printing environments
- Provide detailed reporting by user, group, department, device, and location
- Allow rule-based printing, such as forced duplex, color restrictions, and quota enforcement
- Support automated device monitoring and supply tracking
- Provide administrative dashboards and exportable reports
- Support role-based administrative access
- Allow export or API access for reporting integration

If a vendor proposes a platform other than PaperCut, the vendor must clearly document functional equivalency and confirm compatibility with the proposed MFP devices and the district's Google Workspace environment.

3.3 Maintenance, Supplies, and Support

The awarded vendor must provide a full-service maintenance agreement, including:

- All parts, labor, toner, drums, fusers, PM kits, and consumables (excluding paper)
- Proactive supply fulfillment (automated toner replenishment preferred)
- Remote monitoring of device status, toner, and error conditions
- Guaranteed service response times
- Loaner or replacement equipment for persistent issues

3.4 Installation & Training

Vendor responsibilities include:

- Delivery, installation, and configuration of all devices
- Installation and configuration of the print management platform
- Testing on all required platforms (Chromebooks, Windows, macOS)
- Staff training for end users and technical personnel

3.5 Device Right-Sizing & Ongoing Optimization

PCS reserves the right to request changes to equipment as printing needs evolve. Vendor is responsible for:

- Evaluating device workloads
- Replacing over- or under-utilized devices
- Relocating equipment as requested within a reasonable scope
- Maintaining a properly optimized fleet

4. PRICING MODEL REQUIREMENTS

4.1 Contract Term

All pricing must be based on a **fixed five-year (60-month) term**. Monthly equipment lease pricing and cost per copy rates must remain fixed for the entire sixty-month term. No automatic renewals will be permitted.

4.2 Required Pricing Structure

Polk County Schools requires proposals to be structured using a Hybrid Lease plus Cost Per Copy model without bundled image allowances.

Under this structure:

- A fixed monthly base payment shall cover the lease of all deployed equipment.
- A separate per-copy charge shall apply to actual printed impressions.
- There shall be no monthly or annual image allowances included.
- There shall be no minimum monthly image commitments.

Billing shall consist of:

1. Fixed monthly equipment lease payment
2. Monthly usage billing based solely on actual Black and White and Color impressions

All service, maintenance, parts, labor, toner, consumables (excluding paper), remote monitoring, and print management licensing must be included in the per-copy rate.

4.3 Per Copy Rates

Vendors must provide:

- Black and White cost per copy
- Color cost per copy

Rates must remain fixed for the full contract term. **No annual escalators will be accepted**.

4.4 No Volume Guarantees

The district will not guarantee minimum monthly or annual print volumes.

The vendor assumes volume fluctuation risk associated with enrollment changes, instructional shifts, and print reduction initiatives.

4.5 Fleet Flexibility and Right Sizing

Polk County Schools requires reasonable flexibility to adjust its print fleet during the contract term to accommodate operational changes, enrollment shifts, program modifications, and potential facility closures. All devices shall be scheduled assets under the Master Managed Print Services Agreement and shall not be treated as independent non-cancellable finance obligations.

4.5.1 Device Additions

The district may add devices at any time during the contract term.

Added devices shall:

- Be priced using the same monthly lease rates and cost per copy rates established at contract award
- Be added under the Master Agreement and not under a separate finance agreement
- Co-terminate with the Master Agreement end date unless otherwise mutually agreed in writing

The addition of devices shall not reset or extend the overall Master Agreement term.

4.5.2 Device Relocation

The district may relocate devices between buildings or departments at any time during the contract term. Vendor shall assist with reasonable relocation requests as part of normal service operations. Device relocation within the district shall not trigger penalties, new lease terms, or administrative fees beyond reasonable moving costs if applicable.

4.5.3 Device Removal Due to Operational Changes

The district may request removal of devices due to:

- School or facility closure
- Program elimination or consolidation
- Enrollment-driven reductions
- Significant instructional or operational restructuring

If devices are removed within the first thirty-six (36) months of the agreement, any remaining lease obligation shall be limited to the depreciated equipment value schedule disclosed by the vendor in Appendix D.

After thirty-six (36) months from initial installation, devices representing up to fifteen percent (15 percent) of the total originally awarded fleet quantity may be removed without an early termination penalty. The fifteen percent allowance is a cumulative cap over the life of the agreement and shall not reset annually.

Device removals resulting directly from full building or program closure shall not be considered voluntary reductions and shall not trigger administrative penalties beyond the disclosed depreciation schedule.

The remaining value at the conclusion of the sixty-month term must be zero.

4.6 Master Agreement Structure

The district intends to enter into a single Master Managed Print Services Agreement covering all deployed equipment.

Individual devices shall be treated as scheduled assets under the Master Agreement and shall not be structured as separate irrevocable per-device finance agreements.

The district will not accept:

- Automatic renewal clauses without written district approval
- Fleet-wide non-cancellable minimum payment guarantees
- Separate third-party finance agreements without the express written approval of Polk County Schools

All equipment shall remain vendor-owned throughout the contract term and shall be removed at no cost to the district upon contract expiration.

5. VENDOR REQUIREMENTS

Vendors must demonstrate:

- Experience delivering Managed Print Services in K–12 environments
- Capacity to support all PCS locations with timely onsite service
- Availability of technicians and parts in the region
- Ability to meet service level agreements (SLAs)

Vendors must provide:

- Three (3) references of similar size and scope
- Description of service organization, including response structure

6. SERVICE LEVEL REQUIREMENTS (SLAs)

The awarded vendor must meet or exceed the following requirements:

6.1 Device & Hardware SLAs

- **Average onsite response time:** not exceed 8 business hours from the time of service ticket creation*
- **Maximum downtime before loaner required:** 48 hours
- **Replacement thresholds:**
  - Replace any device with 3 service calls in 30 days
  - Replace any device with 6 service calls in 60 days (replacement must be NEW)
- Remote monitoring must track device health, toner levels, and service alerts

**Vendor must disclose average response performance in quarterly reviews*

6.2 Print Management & Authentication SLAs

Vendor shall support and maintain the centralized print management environment, including:

- Directory synchronization reliability
- Authentication functionality, including badge readers, PIN login, and SSO
- Find-Me queue stability and performance
- Troubleshooting across all 7 school sites and 3 district office locations
- Configuration support for student authentication methods

Vendor must clearly state whether the system is on-premises, vendor-hosted, or hybrid, and must describe redundancy, backup, and disaster recovery capabilities.

6.3 Quarterly Performance Reviews

Vendor must provide quarterly reviews covering:

- Device uptime and SLA performance
- Print volume analytics by device, user group, and location
- Toner consumption and replenishment performance
- Right-sizing recommendations

7. PROPOSAL SUBMISSION REQUIREMENTS

Polk County Schools will not conduct a pre-proposal conference, site walkthrough, or facility visit for this RFP.

PCS has completed a comprehensive internal evaluation and redesign of its district-wide printing environment using historical data, utilization analysis, and external consultation. As a result, PCS is providing vendors with an Estimated Desired State deployment model in Appendix A that includes:

- Proposed device counts by site
- Proposed mix of MFPs and single-function printers
- Required speeds, trays, and finishing options
- Expected functional roles of each device type

Vendors shall base all pricing, equipment selection, and service assumptions on the Estimated Desired State quantities and minimum specifications provided in Appendix A.

Final device placement by building, room assignment, and finishing configuration will be confirmed during post-award implementation planning with the selected vendor. Polk County Schools reserves the right to make reasonable, non-material adjustments to device placement, accessory configuration, or finishing options during implementation, provided such refinements do not materially alter the total device quantities or category counts identified in this RFP and do not increase the total awarded contract value except as permitted under applicable North Carolina procurement law.

Vendors shall not condition their proposal on receiving additional site-specific deployment details, walkthrough access, or facility inspections beyond the information provided in this RFP.

PCS shall be responsible for ensuring that appropriate network connectivity and data cabling are present at designated device installation locations.

All questions must be submitted in writing during the published RFP question and answer period. Responses will be provided in writing and issued as formal addenda when necessary.

7.1 Required Proposal Contents

Vendor proposals must include:

1. Company background and primary contact information
2. Proposed equipment list with full specifications for each device category
3. Completed Pricing Forms (Appendix D)
4. Print management platform description and implementation plan
5. Service and maintenance program description
6. Training plan for end users and technical staff
7. Fleet optimization and right-sizing methodology
8. At least three (3) K-12 references of similar size and scope
9. Signed Vendor Certification

Incomplete proposals may be deemed non-responsive.

7.2 Questions and Communication

All questions must be submitted in writing via email to the Point of Contact listed on the title page.

Questions must be received no later than the deadline listed in the RFP Schedule. Responses will be provided in writing and posted publicly as an addendum at:

https://bit.ly/MPS-RFP-POLK

Vendors shall not contact any other district employee, school site, or board member regarding this RFP. Unauthorized contact may result in disqualification.

7.3 RFP Schedule

The anticipated schedule for this RFP is as follows:

RFP Release Date:	Mar 2, 2026
Deadline for Written Questions:	Mar 13, 2026 4:00 PM
Responses to Questions Posted:	As received
Proposal Submission Deadline:	Mar 27, 2026 5:00 PM
Evaluation Period:	Mar 30, 2026 through Apr 10, 2026
Anticipated Board Approval:	Apr 13, 2026
Anticipated Contract Start Date:	Jul 1, 2026

Polk County Schools reserves the right to modify this schedule as necessary.

7.4 Proposal Format and Submission Requirements

To ensure uniformity in evaluation, proposals must follow the structure outlined below and clearly label each section.

1. Cover Letter
2. Company Background and Qualifications
3. Proposed Equipment and Specifications
4. Print Management Platform Description and Implementation Plan
5. Service and Maintenance Program
6. Training Plan
7. Fleet Optimization and Right Sizing Approach
8. Pricing Forms
9. References (at least 3)
10. Required Forms and Certifications

Proposals must be submitted as:

One complete electronic copy in PDF format

Pricing must be submitted using the district-provided pricing forms included in Appendix D. Alternate pricing formats may be deemed non-responsive.

7.5 Right to Request Clarification

Polk County Schools reserves the right to:

- Request clarification of any proposal
- Conduct interviews or oral presentations
- Require virtual demonstrations of proposed equipment and software
- Request additional written information

Failure to participate in requested demonstrations or provide requested clarification may result in disqualification.

8. EVALUATION CRITERIA AND SCORING

Proposals will be evaluated using the following weighted criteria:

Technical Solution and Print Management Platform Functionality	30%
Service Model and Service Level Agreements	25%
Total Cost of Ownership (Equipment Lease and Cost Per Copy)	30%
Vendor Experience and K-12 References	10%
Implementation Plan and Training	5%

Polk County Schools reserves the right to award the contract to the vendor whose proposal is determined to be in the best interest of the district, taking into consideration both price and qualitative factors.

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9. ADDITIONAL CONTRACT REQUIREMENTS

Insurance Requirements
The awarded vendor must provide proof of insurance, including general liability, workers' compensation, and automobile liability coverage in amounts acceptable to the district.

Background Checks
All vendor personnel who perform services on district property must comply with district background check requirements and all applicable state laws.

Data Privacy and Security
Vendor must ensure the confidentiality and security of all district data, including user authentication data, print logs, scan to email data, and directory synchronization information. Vendor must describe security controls, encryption methods, and access controls used within the print management system.

Public Records
As a public agency, Polk County Schools is subject to the North Carolina public records law. Vendor proposals may be subject to disclosure in accordance with state law.

Funding
Any contract resulting from this RFP is subject to annual funding appropriation.

Equipment Removal
At the end of the contract term, all vendor-owned equipment must be removed at no cost to the district.

APPENDICES

- **Appendix A:** Detailed list of required device specifications
- **Appendix B:** District Site List and Address Information
- **Appendix C:** Historical Annual Print Volume Reports
- **Appendix D:** Pricing Forms

APPENDIX A

ESTIMATED DESIRED STATE DEVICE COUNTS AND MINIMUM SPECIFICATIONS

The following quantities represent Polk County Schools' Estimated Desired State deployment model. Vendors must propose equipment that meets or exceeds the minimum specifications listed below. Brand-specific models are not required; however, all proposed devices must satisfy these minimum functional and performance requirements.

TABLE 1 — Multifunction Device Requirements

Category	Description	Qty	Color	Minimum Speed	Scan Type	Minimum Paper Capacity	Finishing	Authentication	Security
A	Mid-High Volume Color MFP	6	Yes	≥ 55 ppm color and black and white	Duplex single-pass feeder	≥ 2,500 sheets expandable	Supported	Badge reader required	Embedded security suite
B	Standard Volume Color MFP	16	Yes	31 to 36 ppm color and black and white	Duplex document feeder	≥ 1,500 sheets	Not required but supported	Badge reader required	Embedded security suite
C	High Volume Monochrome MFP	8	No	55 to 75 ppm black and white	Duplex single-pass feeder	≥ 2,500 sheets expandable	Supported	Badge reader required	Embedded security suite
D	Mid Volume Monochrome MFP	7	No	36 to 45 ppm black and white	Duplex document feeder	≥ 1,500 sheets	Not required but supported	Badge reader required	Embedded security suite

APPENDIX A (Cont.)

TABLE 2 — Single Function Printer Requirements

Category	Description	Qty	Color	Minimum Speed	Duplex Printing	Minimum Paper Capacity	Network	Mobile Print Support	Authentication
E	Desktop Monochrome Network Printer	39	No	≥ 40 ppm	Automatic duplex required	≥ 350 sheets expandable	Wired required	Required	Not required
F	Desktop Color Network Printer	3	Yes	≥ 40 ppm	Automatic duplex required	≥ 650 sheets	Wired required	Required	Not required

TOTAL PROJECTED DEVICES: 79

APPENDIX B

DISTRICT SITE LIST AND ADDRESS INFORMATION

Building or Campus Name	Address	City
Polk Central Elementary	2141 South NC 9 Hwy	Mill Spring
Polk County Early College	1545 East NC 108 Hwy	Columbus
Polk County High School	1681 East NC 108 Hwy	Columbus
Polk County Middle School	3231 Wolverine Tr	Mill Spring
Saluda Elementary	214 East Main St	Saluda
Sunny View Elementary	86 Sunny View School Rd	Mill Spring
Tryon Elementary	100 School Pl	Tryon
Stearns District Offices	125 East Mills St	Columbus
Bus Garage	144 Hampton Street	Columbus
Schools Maintenance Shop	Hampton Street	Columbus

APPENDIX C

HISTORICAL ANNUAL PRINT VOLUME REPORTS

This appendix contains annual customer total print volume reports for Polk County Schools for the fiscal years:

- 2021-2022
- 2022-2023
- 2023-2024
- 2024-2025
- 2025-Current (YTD - Informational Only)

Polk County Schools has made available detailed historical annual customer total print volume reports for vendor review at the following link:

https://bit.ly/HistoricalPrintData

This information is provided to assist vendors with pricing analysis and risk modeling. The district does not guarantee minimum annual or monthly volumes, and historical usage does not constitute a commitment to future print volumes.

APPENDIX D

PRICING FORM

All vendors must complete the pricing tables below.

Pricing must follow the required Hybrid Lease plus Cost Per Copy model described in this RFP.

There shall be:

- No bundled image allowances
- No minimum print volume commitments
- No hidden fees

SECTION 1 — MONTHLY EQUIPMENT LEASE PRICING (Based on 60-month Term)

For each device category listed in Appendix A, provide the monthly lease price per device and the total monthly lease cost for that category.

Total Monthly Lease for Category = Quantity × Monthly Lease Per Device

Category	Device Description	Quantity	Monthly Lease Per Device	Total Monthly Lease for Category
A	Mid High Volume Color MFP	6	$__________	$__________
B	Standard Volume Color MFP	16	$__________	$__________
C	High Volume Monochrome MFP	8	$__________	$__________
D	Mid Volume Monochrome MFP	7	$__________	$__________
E	Desktop Monochrome Printer	39	$__________	$__________
F	Desktop Color Printer	3	$__________	$__________

Total Monthly Equipment Lease (All Categories Combined): $_______________

SECTION 2 — COST PER COPY PRICING

Provide a single fixed rate for each of the following:

Description	Cost Per Copy
Black and White	$__________
Color	$__________

These rates must include:

- All service
- All maintenance
- All parts
- All toner and consumables (excluding paper)
- Remote monitoring
- Print management licensing

Rates must remain fixed for the full contract term unless otherwise disclosed.

SECTION 3 — FLEET REDUCTION TERMS

If devices are removed during the contract term, any remaining lease obligation must follow the depreciation schedule disclosed below.

Provide your depreciation schedule by contract year:

Year 1 Remaining Value: __________
Year 2 Remaining Value: __________
Year 3 Remaining Value: __________
Year 4 Remaining Value: __________
Year 5 Remaining Value: __________

The remaining value at the end of Year 5 must be zero. For removals permitted without penalty under this section, the disclosed depreciation schedule shall not apply.

List any administrative fees associated with device removal:

VENDOR CERTIFICATION

By signing below, the vendor certifies that:

- **Pricing contains no minimum volume guarantees**
- **Pricing contains no bundled allowances**
- **No automatic renewals are included**
- **Devices are structured under a Master Agreement**

Authorized Signature: ____

Printed Name: ____

Title: _______________________________ Date: ________________