



# CITY OF BROCKTON BROCKTON PUBLIC SCHOOLS

*Request for Proposals*

## Districtwide Managed Print Services

*Fleet Consolidation, Secure Printing & Ongoing Managed Support*

<b>Solicitation Type</b>	Request for Proposals (RFP) per M.G.L. c.30B
<b>Issuing Authority</b>	City of Brockton, acting through Brockton Public Schools
<b>Project Contact</b>	CHRISTOPHER ILLESCAS
<b>Proposals Due</b>	Friday, June 26, 2026 at 12:00pm
<b>Submission Location</b>	43 Crescent Street, Brockton, MA 02301
<b>Contract Term</b>	Three (3) years
<b>Est. Annual Value</b>	\$500,000.00

*This procurement is not a like-for-like hardware replacement. The District is transitioning from a decentralized, site-based fleet to a centrally managed print environment. Vendors are expected to propose a substantially consolidated future-state fleet based on utilization data provided by the District. Proposals that do not reflect meaningful fleet consolidation will be evaluated accordingly.*



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## Section I: Purpose & Background

### 1.1 Purpose

Brockton Public Schools (BPS) invites proposals from qualified vendors to provide a comprehensive, districtwide Managed Print Services (MPS) solution. The objective is to transition from a large, decentralized fleet of printers and copiers to a right-sized, centrally managed print environment that is fiscally sustainable, operationally efficient, and educationally supportive.

The awarded vendor will be responsible for fleet right-sizing, hardware procurement and installation, print management software, secure pull-printing, supply management, maintenance and support, and ongoing account management.

### 1.2 Current Environment

BPS currently operates a large, decentralized fleet of approximately 1,788 print devices distributed across its schools and administrative sites. The District is seeking to transition from this distributed model to a centrally managed print environment that consolidates devices, standardizes equipment, and provides consistent support and supply management across all locations.

To support proposal development, the District will provide all prospective proposers with a utilization data set covering current printer models, monthly volume by device, and location-by-location deployment information. This data set will be made available by addendum or through the District's designated procurement posting location.

The current fleet includes devices from the following manufacturers:

Manufacturer	Device Count
HP	1,485
Epson	195
RISO	102
Xerox	3
Brother	1
Canon	1
Konica Minolta	1

The proposed solution is not required to retain any existing devices. All replacement hardware must be net-new.



## Section II: Scope of Services

The awarded vendor shall provide all labor, materials, equipment, software, implementation services, supplies, maintenance, training, monitoring, reporting, and account management necessary to furnish a complete and fully operational managed print solution. All services described below are mandatory unless explicitly noted as optional.

### 2.1 Assessment & Fleet Rationalization

Prior to proposal submission, the District will provide all qualified proposers with a utilization data set covering current device models, monthly print volume by device, and location-by-location deployment information. Vendors shall use this data as the basis for their fleet assessment and future-state recommendations. The proposal must include:

- A site-by-site recommended future-state fleet plan specifying the number, type, and placement of proposed devices at each school and administrative site, based on the District-provided utilization data.
- A methodology explaining how device counts and placement were determined from the provided data, including the vendor's recommended approach for right-sizing volume by location.
- A decommissioning schedule for all removed devices, including responsible disposal per applicable environmental regulations.

*The District does not expect one-for-one replacement of existing devices. The proposed fleet must represent a meaningful consolidation from the current decentralized model. Proposals that do not reflect material consolidation will be rated Not Advantageous.*

### 2.2 Future-State Fleet Design

The proposed fleet shall be designed around the following District principles:

- The District's centralized instructional print fleet shall consist of black-and-white MFDs only. Any required color devices for Main Office or designated administrative use shall be proposed separately and shall not be included as part of the centralized instructional fleet.
- High-capacity black and white MFDs shall serve as the primary print resource for all staff and instructional use. The vendor shall propose a recommended fleet model and a methodology for determining appropriate device counts and placement by location, based on the District-provided utilization data.
- Vendors shall include in their technical proposal a recommended allocation model, specifying how device capacity and placement are determined based on enrollment and anticipated volume at each site. The District will evaluate the soundness of each vendor's methodology as part of the technical review.
- Low-volume personal desktop printers shall not be proposed as replacement devices in classroom or general-use areas. Exceptions must be documented and approved in writing by the District.
- All proposed MFDs must support print, copy, and scan functionality at minimum. Fax capability is required for designated administrative locations.
- All hardware must be net-new equipment with full manufacturer warranty. Refurbished equipment is not acceptable.



- The vendor shall provide a standardized device catalog with no more than three device tiers (e.g., high volume, mid volume, and low volume), black and white, and color

## 2.3 Print Management Software

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The vendor shall provide a centrally administered print management platform that includes:

- Real-time monitoring of device status, toner levels, and usage across all sites from a single dashboard accessible to District administrators.
- Automated alerts for supply levels, service needs, and device errors.
- Reporting by building, department, device, and user (where applicable) on print volume and total spend.
- Compatibility with the District's existing Microsoft Active Directory or Entra ID (Azure AD) environment for user authentication.
- The ability to enforce print settings by user, user group, or device. Required enforceable settings include: duplex (double-sided) printing as the default, page and volume limits by user or cost center, and any other print policy settings the District designates. These settings must be centrally managed and not overridable by end users unless explicitly permitted by an administrator.
- The ability to restrict or require approval for any print jobs that fall outside District-defined parameters (e.g., jobs exceeding a defined page count threshold).

## 2.4 Secure Pull-Printing (Badge Release)

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All proposed devices must support a secure pull-printing (Follow-Me printing) solution. Specific requirements include:

- Print jobs shall be held in a secure queue until authenticated release at the device.
- Authentication must support proximity card (badge), PIN, or mobile credential. The vendor shall confirm compatibility with the District's existing badge infrastructure or propose an alternative.
- The solution shall support automatic deletion of unclaimed print jobs after a District-defined timeout period (default: 24 hours).
- The vendor shall quantify the expected reduction in orphaned (unclaimed) print jobs based on comparable district deployments.

## 2.5 Equipment Furnishing, Installation & Transition

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- The vendor shall deliver, install, configure, and place into full operation all proposed devices on a building-by-building schedule agreed upon with the District.
- The implementation schedule shall minimize classroom and administrative disruption, including avoidance of peak instructional periods.
- The vendor shall remove and properly dispose of all decommissioned devices at no additional cost to the District.
- The vendor shall provide a dedicated implementation project manager as a single point of contact throughout transition.
- Full implementation must be complete within 90 days of contract execution unless an alternate schedule is approved in writing by the District.

## 2.6 Supply Management

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The awarded vendor shall provide a supply management model that eliminates the need for District staff to place manual supply orders for routine consumables. Specifically, the vendor shall:

- Provide universal toner and supplies compatible with all proposed devices, using a standardized supply model that does not require device-specific ordering.
- Establish on-site backup supply inventory at each school location to ensure that printing is never interrupted due to procurement delays.
- Monitor supply levels automatically and proactively deliver replacement supplies before depletion. Building staff shall not be responsible for initiating routine supply requests.
- Include all toner, drums, and consumables within the contracted pricing structure as identified in Appendix A.

## **2.7 Maintenance, Repair & Service Levels**

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- The vendor shall provide on-site repair services within 4 business hours of a service request for critical devices and within 8 business hours for standard devices.
- Loaner devices must be available within 24 hours when a device requires off-site repair exceeding one business day.
- The vendor shall guarantee 98% uptime across the fleet on a rolling 30-day basis.
- All service calls shall be logged and shared with the District in monthly reporting.

## **2.8 Training**

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- The vendor shall provide staff training at each building prior to go-live, including both end-user and building-level administrator training.
- Staff should be provided with easy-to-read documentation that outlines how to print and copy. Administrative staff should also have documentation/training on how to replace ink/toner and make a service call.

## **2.9 Reporting & Account Management**

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- The vendor shall provide a dedicated account manager as the District's primary escalation contact beyond the help desk.
- The vendor's print management platform shall include a self-service portal that gives District administrators real-time access to usage data, device status, supply levels, and cost information by site, device, and user. Where such a portal is available and accessible to the District, it shall serve as the primary reporting mechanism.
- Where the vendor's platform does not provide District administrators with self-service access to the data described above, the vendor shall deliver a structured monthly report by the 5th business day of each month. The report shall include: total pages printed by site, service calls and resolution times, supply deliveries, and device uptime summary.
- Quarterly business reviews shall be scheduled to assess program performance, usage trends, and budget alignment.
- The vendor shall provide a consolidated monthly invoice that aligns with the District's budget categories (Hardware, Software, Services, Supplies).



## Section III: Pricing Requirements

All cost components must be fully reflected in Appendix A. No scope item may be omitted from pricing. Any omission shall be interpreted as included at no additional cost to the District.

### 3.1 Cost Structure

All costs must be identified within the following categories:

Category	Description
A	Hardware (MFDs, installation, delivery)
B	Print Management Software (licensing, platform)
C	Services (implementation, maintenance, support, training)
D	Supplies (toner, drums, consumables)
E	Other (shipping, disposal, incidentals)

### 3.2 Three-Year Total Cost of Ownership

Vendors must provide a three-year Total Cost of Ownership (TCO) model. The TCO must account for the proposed fleet configuration, projected annual volume, and all costs identified in Section 3.1. All assumptions used in TCO modeling must be clearly documented.



## Section IV: Evaluation Criteria

Proposals will be evaluated by a selection committee using the weighted criteria below. The committee will assign ratings of Highly Advantageous (H), Advantageous (A), or Not Advantageous (N) for each criterion, which will then be weighted to produce a composite score. Price proposals will be opened and scored only after the technical evaluation is complete, in accordance with M.G.L. c.30B.

### 4.1 Evaluation Criteria

Criterion	Weight	Highly Advantageous (H)	Advantageous (A)	Not Advantageous (N)
<b>1. Fleet Consolidation Plan &amp; Methodology</b>	<b>20%</b>	Proposes a substantially consolidated black and white MFD fleet with a clear, site-by-site rationale grounded in the provided utilization data; allocation methodology is well-documented and replicable.	Meaningful consolidation is proposed but the methodology is general or site-level detail is limited.	Proposal reflects like-for-like replacement, minimal consolidation, or the fleet includes color devices.
<b>2. Print Management Software &amp; Policy Enforcement</b>	<b>15%</b>	Platform supports granular policy enforcement by user, group, and device with no end-user override; full AD/Entra ID integration demonstrated; real-time self-service portal available to District administrators.	Platform supports most required settings but has gaps in granularity or requires additional configuration steps.	Platform lacks centralized policy enforcement or requires per-device manual configuration.
<b>3. Secure Pull-Printing Solution</b>	<b>15%</b>	Full badge-release solution with demonstrated Active Directory / Entra ID integration, automatic job deletion, and references from comparable district deployments.	Secure print solution is offered but badge compatibility requires additional steps or cost.	No secure print solution proposed, or solution requires separate procurement.
<b>4. Supply Management Model</b>	<b>10%</b>	Automated supply monitoring with proactive delivery; guaranteed on-site backup stock at each location; fully standardized supply model compatible	Universal supplies provided, but proactive monitoring relies partly on staff-initiated requests.	Supply model requires manual ordering by District staff, or on-site stock is not included.





		across all proposed devices.		
<b>5. Service Levels &amp; Response Time</b>	<b>10%</b>	Meets or exceeds all District SLA requirements (4hr critical, 8hr standard, 98% uptime, 24hr loaner) with liquidated damages provision.	Meets most SLA requirements with minor gaps and reasonable remedies.	Does not meet core SLA requirements or proposes next-business-day response as standard.
<b>6. Reporting &amp; Program Transparency</b>	<b>10%</b>	Real-time self-service portal with full visibility into usage, device status, costs, and service history by site; structured reporting delivered only where portal access is unavailable.	Portal is available but limited in scope; monthly reporting fills the gap.	No self-service portal; reporting is reactive or requires significant District effort to obtain.
<b>7. Total Cost of Ownership &amp; Price Proposal</b>	<b>15%</b>	Fully documented 3-year TCO with clearly stated assumptions; pricing is the lowest or among the lowest of all compliant proposals; no unexplained line items.	TCO is competitive and mostly documented but contains gaps or general assumptions.	TCO is incomplete, pricing is not fully loaded, or the proposal does not account for all required scope items.
<b>8. Implementation Plan &amp; Transition Management</b>	<b>5%</b>	Detailed site-by-site deployment schedule within 90 days with named project manager and documented change management approach.	Reasonable plan with timeline but limited site-level detail.	Implementation plan exceeds 90 days without justification or lacks project management structure.



## 4.2 Rating Scale

Rating	Point Value	Description
Highly Advantageous (H)	3	Proposal fully meets or exceeds the criterion's requirements with specific, documented evidence from comparable district deployments.
Advantageous (A)	2	Proposal meets the criterion's requirements but lacks specific evidence, contains minor gaps, or requires additional clarification.
Not Advantageous (N)	0	Proposal does not meet the criterion's requirements.

*Mandatory Threshold: A rating of Not Advantageous on Criteria 1 (Fleet Consolidation), 2 (Print Management Software), or 3 (Secure Pull-Printing) will disqualify the proposal from further consideration, regardless of pricing. Proposals that include color-capable MFDs as standard replacement devices will be rated Not Advantageous on Criterion 1.*



## Section V: Procurement Process

This solicitation is conducted pursuant to M.G.L. c.30B. Technical and price proposals must be submitted separately. Price proposals will be opened only after technical proposals have been fully evaluated and scored.

### 5.1 Proposal Submission Requirements

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Vendors must submit the following in separate sealed envelopes or folders labeled accordingly:

- Technical Proposal: Fleet assessment methodology, proposed future-state fleet plan with device-level detail, descriptions of all solutions and services, references, and implementation plan.
- Price Proposal: Completed Appendix A (Detailed Pricing Proposal) including all line items, CPC rates, and three-year TCO model.
- Non-Collusion Form: Signed certification per M.G.L. c.30B.
- Tax Compliance Certification: Signed per Massachusetts requirements.
- References: Minimum three (3) references from K-12 school districts or comparable public sector clients where a managed print consolidation project was completed within the last five years. References must include contact name, title, phone, email, district size (enrollment), prior fleet size, and post-implementation fleet size.

Proposals shall remain valid and open for acceptance for ninety (90) days from the proposal submission deadline, unless otherwise extended by mutual written agreement.

### 5.2 Proposer Questions

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All questions must be submitted in writing to Christopher Illescas at [christopherillescas@bpsma.org](mailto:christopherillescas@bpsma.org) by Friday, June 12, 2026 at 3:00 PM. Responses will be posted as an addendum at [Purchasing & Bids – Governance & Finance – Brockton Public Schools](#) no later than Wednesday June 17, 2026 by 5:00pm. No verbal responses will be binding.

### 5.3 Right of Rejection

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The City of Brockton reserves the right to reject any or all proposals, to waive informalities, and to award the contract to the proposer deemed most advantageous to the District, taking price and evaluation criteria into account.



## Section VI: Terms & Conditions

Standard municipal terms and conditions apply (EXHIBIT B). The following additional terms are specific to this procurement:

- **Data Security:** The vendor shall comply with all applicable federal and Massachusetts student data privacy and student records requirements, including FERPA, M.G.L. c.71, §34D, and 603 CMR 23.00. Any print management software that processes, stores, or transmits student data must comply with all applicable requirements, and the vendor shall execute a Data Processing Agreement in a form acceptable to the District prior to contract execution.
- **Environmental Compliance:** All decommissioned devices shall be disposed of in accordance with applicable state and federal e-waste regulations. A certificate of disposal shall be provided for each device removed.
- **Insurance:** Vendor shall maintain general liability, professional liability, and workers compensation insurance at levels required by the City of Brockton Purchasing Department.
- **Implementation Assurance:** The successful proposer shall provide evidence of manufacturer authorization, financial capacity, and experience performing comparable K-12 managed print services engagements. The District reserves the right to deem failure to meet the proposed implementation schedule a material breach of contract.
- **Subcontractors:** Any proposed subcontractors must be disclosed in the technical proposal. The prime vendor retains full responsibility for all subcontractor performance.
- **Pricing Certification:** By submitting a proposal, the vendor certifies that all costs required to deliver the full scope of services are included in Appendix A. No additional charges, fees, or costs shall be permitted unless explicitly identified in the proposal.



## Appendix A: Detailed Pricing Proposal (REQUIRED FORMAT)

All vendors must complete this table in full. Incomplete pricing proposals will be deemed non-responsive.

Category	Description	Qty	Unit Cost	Ext. Cost	3-Yr Total
<b>Hardware</b>					
Hardware	High Volume B&W MFD				
Hardware	Mid Volume B&W MFD				
Hardware	Low Volume B&W Device (if applicable)				
<b>Software</b>					
Software	Print Management Platform (annual license)				
Software	Secure Pull-Print / Badge Release (annual license)				
<b>Services</b>					
Services	Implementation & Project Management				
Services	Device Removal & Disposal				
Services	Staff Training (all sites)				
Services	Annual Maintenance & Support (per year)				
<b>Supplies</b>					
Supplies	Toner & Consumables (annual)				
<b>Other</b>					
Other	Shipping & Delivery				
Other	Other (describe):				



### Three-Year Total Cost of Ownership Summary

Cost Component	3-Year Total
Hardware	\$
Software	\$
Services	\$
Supplies	\$
Other	\$
<b>TOTAL 3-YEAR COST OF OWNERSHIP</b>	<b>\$</b>

### Mandatory Pricing Certification

By submitting a proposal, the vendor certifies that all costs required to deliver the full scope of services are included in Appendix A. No additional charges, fees, or costs shall be permitted unless explicitly identified herein. Failure to include any required cost shall be interpreted as included at no additional charge to the District.

**Authorized Signature:**

**Date:**

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**Printed Name:**

**Title:**

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**Company Name:**

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