

REQUEST FOR QUOTE: MANAGED PRINT SERVICES

Springfield, Oregon

Date Issued: June 22, 2026

Quotes Due: July 8, 2026

District RFP Website: <https://willamalane.org/projects/rfp>

Note: The above RFP/RFQ website will provide access to the RFQ, supporting information and links to associated Willamalane documents. If questions are submitted, they will be responded to in writing and posted to the website. Please contact the district with questions.

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To request this information in an alternate format, please call (541) 736-4037 or send email to skylar.shane@willamalane.org.

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Introduction

1.1- Purpose of Request for Quotes

Willamalane Park and Recreation district (“district”) is requesting Quotes from qualified firms to provide Managed Print Services (MPS) for the district’s facilities and operations. The district intends to enter into a multi-year agreement with a qualified vendor to provide copier and multifunction device leasing, maintenance, supplies, monitoring, support, and related print management services. The selected vendor will provide a comprehensive managed print solution that supports efficient, reliable, secure, and cost-effective document production and management across multiple district locations. Preparation and submission of a quote shall be at the sole expense of the proposer. The district is not responsible for any costs incurred in the preparation, submission, or presentation of quotes.

1.2- District Information

Willamalane Park and Recreation District is an autonomous special district serving approximately 63,304 residents in Springfield, Oregon. Established by voter approval in September 1944, it was the first special district in the state dedicated to parks and recreation. The District is governed by a five-member elected Board of Directors and managed by an Executive Director, who oversees six department heads and approximately 190.14 full-time equivalent employees.

Willamalane operates parks, trails, natural areas, and recreation facilities across 21.93 square miles in Lane County, including a nearly 100,000-square-foot sports center, two aquatic facilities, an adult activity center, and the Dorris Ranch Living History Farm. The District offers recreation programs, special events, childcare services, and facility rentals, and maintains over 920 acres of natural areas

1.3- Current Managed Print Environment

The district currently utilizes a managed print services program consisting of multifunction copier devices deployed throughout administrative and recreation facilities. The existing environment supports printing, copying, scanning, and limited production printing functions across several locations.

Current device locations include:

- Bob Keefer Center Administration (Standard Multifunction Device)
- Bob Keefer Center Mailroom (High Volume Production Device)
- Bob Keefer Center Front Desk (Standard Multifunction Device)
- Parks Office (Standard Multifunction Device)
- Splash! at Lively Park (Standard Multifunction Device)
- Willamalane Adult Activity Center (Standard Multifunction Device)
- Willamalane Park Swim Center Front Desk (Black & White Device)
- Willamalane Park Swim Center Office (Standard Multifunction Device)

The current managed print services agreement includes equipment leasing, maintenance and repair services, toner and consumable replacement, remote monitoring, meter collection, and usage-based billing. The district seeks quotes that provide reliable equipment, responsive service, modern security features, and cost-effective print management solutions.

As part of this procurement process, the district is interested in evaluating opportunities to:

- Improve equipment functionality and reliability
- Enhance security and print management capabilities
- Improve reporting and usage visibility
- Reduce total cost of ownership
- Reduce number of devices without decreasing productivity or functionality

The district reserves the right to modify equipment quantities, device locations, and service requirements prior to contract award.

Scope of Services

2.1- General Scope

The selected vendor shall provide a comprehensive managed print services program that includes equipment, software, maintenance, supplies, support, and ongoing account management. The selected vendor will be responsible for furnishing all labor, materials, equipment, transportation, software, and supervision necessary to provide the requested services.

2.2- Services to be Provided

The vendor shall provide the following services:

a) Equipment

Provide new or manufacturer-certified multifunction devices capable of printing, copying, and scanning.

b) Installation and Configuration

Provide delivery, installation, network configuration, testing, and deployment of all equipment.

c) Maintenance and Repair

Provide ongoing preventative maintenance, troubleshooting, repair services, and replacement parts.

d) Supplies Management

Provide toner and standard consumables necessary for normal operation of devices.

e) Monitoring and Meter Collection

Provide automated remote monitoring and meter collection capabilities.

f) Technical Support

Provide responsive technical support and service dispatch.

g) Account Management

Provide a designated account representative responsible for overall contract management and service coordination.

h) Reporting

Provide regular usage reporting and billing summaries.

i) Training

Provide initial user training and ongoing support documentation.

j) Security Features

Provide modern security functionality, including:

- Secure print release
- User authentication
- Hard drive security
- Data overwrite capabilities
- Firmware update management
- Network security compliance

Equipment and Service Requirements

3.1- General Equipment Requirements

All proposed devices shall:

- Be new or manufacturer-certified refurbished equipment
- Be Energy Star certified
- Support network printing and scanning
- Support scan-to-email and scan-to-network-folder functionality
- Support print job accounting
- Include duplex printing capabilities
- Include automatic document feeders
- Support remote monitoring and diagnostics
- Online Ticket Submission for repairs or concerns
- Be compatible with the district's current network environment

3.2- Device Categories

The district anticipates multiple categories of devices, including:

High Volume Production Device

Expected features may include:

- Advanced finishing capabilities
- Hole-punching
- Stapling
- Booklet making
- Folding/insertion capabilities
- High-speed color output
- Mailroom or communications support

Standard Multifunction Devices

Expected features may include:

- Color printing and copying
- Hole-punching
- Stapling
- Standard office productivity features
- Moderate monthly volume capabilities

Black-and-White Devices

Expected features may include:

- Efficient monochrome printing

- Lower operational cost
- Moderate to high monthly volume support

3.3- Service Level Requirements

Vendors shall identify proposed service levels, including:

- Guaranteed response time
- Average repair time
- Escalation procedures
- Hours of service availability
- Preventative maintenance schedule
- Loaner/replacement equipment procedures
- Used toner recycling services

3.4- Billing Structure

The district prefers pricing structures that clearly identify:

- Base lease costs
- Per-image costs
- Included print volumes
- Overage charges
- Maintenance costs
- Software licensing costs
- Optional services

3.5- Contract Term

The district anticipates entering into a contract term of approximately five (5) years, though alternative terms may be proposed.

Vendors shall clearly identify:

- Initial contract term
- Renewal options
- Buyout provisions
- Early termination conditions
- Equipment refresh options

Vendor Qualifications and Requirements

4.1- Vendor Qualifications

Vendors shall demonstrate experience providing managed print services for public agencies or similarly sized organizations.

Quotes should include information regarding:

- Years in business
- Experience with Oregon public agencies
- Experience with multi-site organizations
- Manufacturer certifications
- Local service capabilities
- Staffing resources
- Technical support structure

4.2- References

Provide at least three (3) references for public agencies or similarly sized organizations.

Include:

- Organization name
- Contact person
- Phone number
- Email address
- Description of services provided
- Length of relationship

4.3- Financial Stability

Proposers shall demonstrate sufficient financial capacity to perform the services described in this RFQ. Financial statements or other supporting documentation may be requested by the district during the evaluation process.

4.4- Insurance Requirements

The selected vendor shall maintain insurance coverage meeting district requirements, including:

- Commercial General Liability Insurance
- Automobile Liability Insurance
- Workers' Compensation Insurance

The selected vendor shall provide certificates of insurance upon request.

Quote Instructions

5.1- Quote Submission

Quotes must be received no later than July 8th at 5:00 PM. Late quotes will not be considered.

Quotes shall be submitted electronically in PDF format to:

Skylar Shane
Business Operations Manager
skylar.shane@willamalane.org

5.2- Questions

Questions regarding this RFQ must be submitted in writing to the district contact identified above. Responses to questions that may impact quote preparation will be posted on the district's RFQ webpage.

5.3- District Rights

The district reserves the right to:

- Reject any or all quotes
- Waive informalities or irregularities
- Request additional information
- Conduct interviews or demonstrations
- Negotiate with proposers
- Cancel or modify the RFQ
- Award all or part of the services described

Quote Evaluation

6.1- Evaluation Criteria

Quotes will be evaluated based on the following factors:

- Cost and overall value
- Equipment quality and functionality
- Service and support capabilities
- Vendor experience and qualifications
- References

Following evaluation, quotes may be ranked based on the district's overall assessment of each proposer's ability to meet the district's needs. The district may conduct interviews, request demonstrations, seek clarification, and negotiate with one or more proposers prior to making a final selection.

Anticipated Schedule for Selection and Award

7.1- Schedule

Activity	Date
RFQ Issued	June 22, 2026
Deadline for Questions	June 30, 2026
Responses to Questions Posted	July 1, 2026
Quote Due Date	July 8, 2026
Evaluation Period	July 9 – July 15, 2026
Interviews/Demonstrations (if needed)	July 20 – July 23, 2026
Notice of Intent to Award	July 28, 2026
Contract Execution	August 1, 2026
Expected Implementation	August 31, 2026

The district reserves the right to modify the above schedule.

General Terms and Conditions

8.1 Public Records

Quotes submitted in response to this RFQ may be subject to public disclosure under Oregon Public Records Law.

8.2 Equal Opportunity

The district encourages participation by minority-owned, women-owned, emerging small businesses, and service-disabled veteran-owned businesses.

8.3 Compliance with Laws

The selected vendor shall comply with all applicable federal, state, and local laws, regulations, and ordinances.

8.4 Contract Requirements

The selected vendor will be required to execute a contract acceptable to the district.

The district reserves the right to negotiate final contract terms.

Quote Format

To assist in the evaluation process, quotes should be organized in the following order:

Section 1 – Cover Letter

Include:

- Company name
- Primary contact information
- Authorized representative signature
- Summary of proposal

Section 2 – Company Background

Provide:

- Company history
- Organizational structure
- Local office information
- Public sector experience

Section 3 – Proposed Solution

Describe:

- Proposed equipment
- Software solutions
- Monitoring capabilities
- Security features
- Reporting capabilities
- Service model

Section 4 – Implementation Plan

Describe:

- Deployment approach
- Transition timeline
- Training process
- Support procedures

Section 5 – Service and Support

Describe:

- Service response times
- Support staffing
- Escalation procedures
- Preventative maintenance practices

Section 6 – References

Provide requested references.

Section 7 – Pricing Proposal

Complete Exhibit A.

Section 8 – Exceptions

Identify any requested exceptions to the RFP requirements or proposed contract terms.

EXHIBIT A – PRICING PROPOSAL

Vendors shall provide detailed pricing including:

- Monthly lease costs by device
- Included monthly print volumes
- Black-and-white overage rates
- Color overage rates
- Maintenance costs
- Software licensing costs
- Installation costs
- Optional services pricing
- Buyout or refresh pricing
- Any one-time implementation costs

Pricing should clearly identify all assumptions and exclusions.