

REQUEST FOR PROPOSAL

Printer Fleet Renewal and Managed Print Services

Arab Community Center for Economic and Social Services (ACCESS)

Issue Date March 17, 2026	Proposal Due April 3, 2026 at 5:00 p.m. Eastern
Questions To Bassam Muhsin, IT Director bmuhsin@accesscommunity.org	Submission Address procurements@accesscommunity.org

Procurement summary

ACCESS seeks a best-value lease and managed print solution for a fleet of 76 primary devices plus 1 MICR printer across eight sites. ACCESS strongly prefers fixed monthly flat-rate pricing with unlimited black-and-white and color output, no meter charges, no annual escalators, and a single consolidated monthly invoice. Vendors may include an optional right-sized alternative, but must also respond to the baseline fleet requested in this RFP.

Prepared for vendor response and commercial evaluation

1. Introduction

ACCESS invites qualified vendors to submit proposals for the replacement of its leased printer and copier fleet and for the provision of managed print services, supplies, maintenance, and print-management software across eight ACCESS locations in Wayne and Macomb counties.

The goal of this procurement is to secure a reliable, supportable, and cost-effective fleet that meets current operational needs while improving visibility, user authentication, secure release, and reporting across the print environment. ACCESS strongly prefers a fixed monthly flat-rate commercial structure, but will consider alternative pricing models when clearly presented and justified.

2. Organizational Background

The Arab Community Center for Economic and Social Services (ACCESS) is a long-standing nonprofit organization serving metro Detroit through social, economic, health, and educational programs. ACCESS operates across eight locations and supports a diverse, multi-site user base with a mix of individual, workgroup, and departmental print requirements.

3. Procurement Objectives

- Replace the existing leased fleet with current models that align to the requested device classes and performance bands.
- Standardize where practical while preserving the flexibility to address desktop, workgroup, departmental, and specialty use cases.
- Include print-management software in the base proposal to support secure/follow-me release, user authentication, reporting, and toner alerting.
- Provide a service model that includes delivery, setup, removal/return of the outgoing fleet, supplies, training, and ongoing account management.
- Present commercial terms that are easy to administer, transparent, and scalable as ACCESS adds devices during the lease term.

4. Current Environment and Representative Print Volumes by Class

ACCESS currently operates a fleet across eight sites. For pricing and planning purposes, the representative print-volume baseline below is presented by requested device class rather than by organization-wide month. The figures are derived from recent rolling 90-day activity on comparable devices in the current fleet and are provided for estimating purposes only; they are not a guarantee of future output, and site-by-site breakout data will not be supplied in this RFP.

Class	Qty	3-Month Mono	3-Month Color	3-Month Total	Avg./Mo. Mono	Avg./Mo. Color	Avg./Mo. Total
1	40	43,192	0	43,192	14,397	0	14,397
2*	12	222	3,630	3,852	74	1,210	1,284
3	4	3,787	3,553	7,340	1,262	1,184	2,447
4	16	145,873	165,231	311,104	48,624	55,077	103,701
5	4	4,783	5,532	10,315	1,594	1,844	3,438
Total	76	197,857	177,946	375,803	65,952	59,315	125,268

Volume baseline note: The class-based figures above are planning assumptions only. Class 2 reflects a low-volume estimate based on comparable desktop color MFP usage because ACCESS does not currently operate that class. MICR usage is excluded from this baseline and should be treated as low-volume specialty output unless otherwise clarified. Vendors should describe any assumptions used in building flat-rate pricing.

5. Requested Fleet

Vendors must submit a primary proposal that addresses the baseline fleet below. Vendors may also include a clearly labeled optional right-sized alternative, but that alternative must not replace the required baseline response. Proposed models must be identified by class, with all included accessories and finishing components clearly stated.

Class	Qty	Requested Device Type	Required Features / Notes
1	40	Monochrome desktop single-function printer Letter/legal 50 ppm class	Automatic duplex printing; network connectivity; business-class duty cycle; vendor must identify toner yield and recommended monthly range.
2	12	Color desktop MFP Letter/legal 30 ppm class	ADF required; print/copy/scan; secure printing desirable but optional; card-reader support preferred where supported by the platform.
3	4	Color compact workgroup MFP Letter/legal 35-42 ppm class	ADF required; scan to email and scan to network folder required; support for secure release/user authentication; card-reader compatibility required.
4	16	Color departmental floor-standing MFP/copier A3/11x17 45-65 ppm class	Include 2500-sheet paper feed cabinet and finisher. Fifteen units may be staple-only; one unit must also support hole-punch and booklet finishing. Card-reader compatibility required.
5	4	Color workgroup floor-standing MFP/copier A3/11x17 30-36 ppm class	Include 2500-sheet paper feed cabinet and finisher. Three units may be staple-only; one unit must also support hole-punch and booklet finishing. Card-reader compatibility required.
MICR	1	Monochrome desktop MICR printer Letter/legal specialty device	Business-check compatible MICR printing. Vendors should identify the proposed MICR model, supplies, and service/support approach.

No fax capability is required on any proposed device.

6. Functional and Technical Requirements

6.1 General device expectations

- All proposed devices must be current, commercially available models supported by the manufacturer and the proposing vendor for the full lease term.
- Vendors should standardize models where practical, while still meeting the requested performance range and functionality for each class.
- All floor-standing and shared MFP classes should support duplexing, secure user authentication, and integration with the proposed print-management platform.
- ACCESS requires exact proposed models and accessories by class; site-by-site assignment is not required in the proposal.

6.2 Print-management software

Print-management software must be included in the base proposal. PaperCut is acceptable, but ACCESS will also consider functionally equivalent vendor-neutral alternatives. The solution may be SaaS, on-premises, or hybrid, provided the vendor clearly describes hosting, support responsibilities, and upgrade/maintenance approach.

- Secure/follow-me print release
 - User authentication with card-reader support on shared devices
 - Department/cost-center reporting
 - Toner alerts and device status visibility
 - Dashboards and executive reporting
 - Hybrid identity integration, including support for hybrid directory environments
 - Color-governance or print-policy controls are desirable and should be described if available
- ACCESS does not intend to reuse existing print-management licenses from the current lease and expects any required licensing, support, and embedded components to be included in the proposal.

6.3 Security and authentication

- Support user authentication at shared devices using card readers and/or the proposed print-management platform.
- Support secure print release and role-based administrative controls where applicable.
- For MFPs with internal storage, support standard enterprise security controls such as encryption and secure overwrite/erase or equivalent protection.
- Vendors should note any security features that are standard, optional, or licensed separately.

7. Scope of Services and Support

The selected vendor will be expected to provide a turnkey fleet and support program for the leased devices and the included print-management platform. ACCESS IT will remain responsible for print queue creation, print server configuration, and driver deployment unless a vendor chooses to describe additional optional services separately.

Service Area	Requirement
Deployment and transition	Delivery, on-site setup, and removal/return of outgoing devices. Vendor should describe scheduling, site coordination, and deployment sequencing.
Support coverage	All parts, labor, service, toner, routine consumables, and staples must be included. Paper is excluded.
Fleet additions	ACCESS requires coterminous pricing for added devices during the lease term. Vendors must identify monthly add-on pricing by class or an equally clear coterminous pricing method.
Supplies management	Auto-toner replenishment and proactive supply management are required.
Recycling and sustainability	Consumables recycling at no additional cost and sustainability reporting.
Training and account management	Include end-user and administrator training, and a named account/technical support structure.
Outgoing fleet disposition	Provide data wipe or destruction certificates, as applicable, for returned storage-capable devices.

8. Service Levels

Vendors must clearly state the guaranteed service levels that will apply to ACCESS for the proposed fleet. At a minimum, each proposal must identify guaranteed callback time, onsite response time, target time to resolution, loaner/replacement process, and fleet uptime commitment.

ACCESS prefers concise, measurable service commitments. Vendors may propose alternative thresholds, but any exceptions should be plainly identified.

- Preferred call-back commitment: within 1 business hour for standard service requests.
- Preferred onsite response for shared MFP/copier classes: within 4 business hours during normal support hours.
- Preferred onsite response for desktop and specialty printers: next business day unless the vendor offers a stronger commitment.
- Preferred fleet uptime commitment: 98% or better across the managed fleet.
- Proposal should explain when loaner or temporary replacement equipment will be provided if repair is delayed.

9. Commercial Requirements

ACCESS expects a 36-month base lease proposal. Vendors may also include optional 48-month and 60-month alternates for comparison, but the primary commercial response must include a 36-month option.

ACCESS strongly prefers a fixed monthly flat-rate structure. The preferred base proposal is a single, consolidated monthly amount covering the full fleet and associated services, including unlimited monochrome and color output, with no meter charges and no annual escalators.

Required pricing presentation

1. Base monthly price for the requested fleet at 36 months using the preferred flat-rate structure.
2. Clear statement that the base monthly price includes devices, accessories, print-management software, card readers, service, labor, parts, toner, consumables, staples, training, QBRs, recycling, and deployment/removal.
3. Class-based coterminous add-on pricing for any additional devices added during the term.
4. Optional alternative right-sized proposal, if offered.
5. Optional alternate pricing models (including cost-per-page or longer terms), if the vendor wishes to provide them for comparison.

ACCESS is not requiring end-of-term buyout pricing in this RFP. Any one-time fees, assumptions, pass-through charges, or exclusions must be shown separately and clearly labeled. Proposals that bury exclusions within assumptions may be scored less favorably.

10. Proposal Content and Submission Instructions

Proposals should be concise but complete. ACCESS is not issuing mandatory response templates for this procurement; however, vendors should organize their submissions in a way that makes comparison straightforward.

- Executive summary and overview of the proposed solution
- Vendor qualifications and support organization
- Baseline fleet response by class, including exact proposed models and accessories
- Description of the included print-management platform and authentication approach
- Implementation, transition, training, and account-management plan
- Service-level commitments and escalation path
- Pricing response in the order requested under Section 9
- Assumptions, exceptions, and any optional alternatives
- Optional relevant references for comparable multi-site environments

Questions regarding this RFP should be submitted by email to Bassam Muhsin at bmuhsein@accesscommunity.org. Final proposals must be submitted electronically to procurements@accesscommunity.org. ACCESS does not require a mandatory site walkthrough for this procurement.

11. Procurement Schedule

Milestone	Date / Timing
RFP issued	March 17, 2026
Deadline for vendor questions	March 27, 2026 at 5:00 p.m. Eastern
ACCESS response to questions	March 30, 2026
Proposal due date	April 3, 2026 at 5:00 p.m. Eastern
Clarification calls (if needed)	Week of April 6, 2026
Anticipated award	April 10, 2026
Target implementation kickoff	April 2026 or as mutually agreed

ACCESS may adjust the schedule, waive clarification calls, or accelerate award if it determines that doing so is in the organization's best interest.

12. Evaluation and Award

ACCESS intends to evaluate proposals on a best-value basis. ACCESS is not obligated to select the lowest-priced proposal and may consider solution quality, service model, ease of administration, and long-term fit in addition to price.

Evaluation Criterion	Points
Vendor qualifications and relevant experience	20
Technology, device fit, print-management solution, and service approach	40
Pricing and commercial terms	40

The evaluation may include proposal review, clarification requests, reference checks if provided, and commercial discussions. ACCESS may award without interviews or presentations if it concludes that the written proposals are sufficient.

13. General Terms and Reservation of Rights

- ACCESS reserves the right to accept or reject any or all proposals, in whole or in part.
- ACCESS may request clarifications, negotiate with one or more vendors, or waive minor informalities or irregularities.
- ACCESS may award to the vendor whose proposal is determined to be in the best interest of the organization.
- Any exceptions to this RFP should be identified clearly and submitted with the proposal.

14. Submission Contacts

Questions	Bassam Muhsin, IT Director bmuhsin@accesscommunity.org
Proposal submission	procurements@accesscommunity.org

End of RFP