



January 9, 2026

To Whom It May Concern;

The City of Zeeland and the Zeeland Board of Public Works are seeking proposals from qualified vendors to service and support our existing fleet of multifunction devices (MFDs), replace an existing Ricoh printer, and provide an additional desktop color printer.

If your organization is interested in participating in this bid process, please review the attached Request for Proposal (RFP) and submit your proposal by the deadline noted in the document.

Thank you,

Tim Maloney



Tim Maloney | IT Director

City of Zeeland | Feel the Zeel!

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Request for Proposals (RFP)
Multi-Function Devices – Support and Services
City of Zeeland

1. Overview

The City of Zeeland is requesting proposals from qualified vendors to provide **service, support, and per-page pricing** for the City's fleet of multi-function devices (MFDs). This RFP is strictly for **equipment support and cost-per-page services only**.

This RFP is limited strictly to equipment support and cost-per-page service for the devices listed. The City will not consider proposals that include managed IT services, managed print services, or any bundled service programs beyond what is explicitly requested. Vendors should not include, propose, or assume any form of MPS or managed IT support in their response.

2. Existing Equipment List

The following devices will be covered under the service agreement:

Manufacturer Model

RICOH	MP C307
CANON	MF420 Series
RICOH	MP CW2201
RICOH	IM C2500
RICOH	MP C3503
RICOH	IM C6500
RICOH	MP CW2201
RICOH	MP C5503
RICOH	MP C6004
RICOH	IM C2500
RICOH	IM C4510

3. Scope of Services

3.1 Equipment Service & Support

- Break/fix coverage
- Parts and labor
- Preventative maintenance
- Firmware updates
- Remote and onsite response
- Defined response times and escalation

3.2 Toner & Consumables

- **Automatic toner fulfillment triggered by device alerts**
- Vendor must specify covered vs. non-covered consumables (e.g., drums, fusers, transfer belts, waste bottles, staples)

3.3 Exclusions

Vendors must list **all** excluded items or limits to coverage.

3.4 Network & Connectivity Requirements

Always-on remote connectivity to any device is not permitted. Vendors must not require or establish inbound remote access, persistent cloud connections, or externally initiated management tunnels to City printers or multi-function devices. All communication, alerting, and reporting must originate from *inside* the City's network and be sent outward. Solutions dependent on vendor-initiated remote access will not be accepted.

4. Pricing Requirements

4.1 Per-Page Pricing

Vendors must provide:

- Black & white CPP
- Color CPP
- Minimum volumes (if any)
- Overage rates
- Any additional service fees

4.2 Replacement Device – Ricoh MP C5503

Provide pricing (purchase and/or lease) for two functionally equivalent or improved replacement for the Ricoh MP C5503, including:

- Delivery
- Onsite installation
- Removal and disposal of retired unit
- 2x500 Sheet Feeder, LCC Tray, Staple, Punch (No Fax Required)

4.3 Desktop Color Multi-Function Device

Provide pricing for a desktop-class color MFD including 2nd tray, print, copy, and scan capabilities. Include purchase and lease options.

5. Device Replacement Configuration Requirements

When replacing any device—including the MP C5503 replacement—the vendor is responsible for **full onsite configuration and migration**, including:

5.1 Configuration Migration

- Pulling configuration from the old device, including:
 - Address books
 - Scan destinations
 - Authentication settings (if used)
 - Relevant network parameters
- Replicating or importing all necessary settings onto the new device

5.2 Onsite Setup & Verification

- Setting up the replacement device onsite
- Testing print/copy/scan functionality
- Verifying scan-to-email/folder and address book entries

- Confirming proper operation with end users and designated City IT staff before sign-off
- No “plug it in and run”—devices must be fully operational before the job is considered done.
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6. Vendor Qualifications

Provide:

- Company overview
 - Technician coverage for West Michigan
 - Service guarantees
 - Three comparable references
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7. Contract Term

A 12-month term is preferred, with renewal options.

8. Proposal Submission Requirements

Include:

- Per-page pricing
 - Device coverage details
 - Replacement device pricing
 - Desktop MFD pricing
 - List of exclusions
 - Account management contact info
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9. Evaluation Criteria

Evaluations will be based on:

- Total projected cost
 - Service capability and reliability
 - Completeness and clarity
 - Vendor experience
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10. Timeline and Submission

All responses must be received on or before January 30, 2026 at 5:00p.

- Send responses in PDF format to tmaloney@cityofzeeland.com
- All questions may be directed by email to tmaloney@cityofzeeland.com and will and responses will be shared with all bidders who have expressed interest in bidding.
- Late submissions will not be accepted.
- A determination will be made by February 13, 2026 and the selected vendor notified.