

NOTICE TO BID

(RFP # 2026-003)

Posted: 08/26/2026

The City of Mercedes is requesting sealed proposals (RFP) from qualified individuals/firms interested in providing **MANAGED PRINT SERVICES**. Qualified applicants are invited to submit qualifications and proposals for the provision of these services. In order to be considered, proposals must address each of the requests for information included in this document.

All addenda, notices, additional information, etc. will be posted on the City of Mercedes website at www.cityofmercedes.com.

One (1) original one (1) electronic copy must be sealed and returned to the City of Mercedes, City Hall, no later than **3:00 P.M. CST on Wednesday, September 23, 2026**, to the attention of:

City Secretary
Mercedes City Hall
400 S. Ohio Ave.
Mercedes, TX 78570

All proposals must be clearly marked with **“RFP 2026-003 – PRINT SERVICES.”** Proposer is responsible for delivery of response by the date and time set for the closing of the proposal acceptance. Responses received after the date and time set for the closing will not be considered. Proposals will be publicly opened and acknowledged after the submission deadline. The contract award is anticipated to be made on Tuesday, October 6, 2026, during the regular meeting of the Mercedes City Commission.

All bidders **must be bonded** in accordance with state and local requirements.

All questions regarding the specifications or scope of work must be submitted in writing no later than September 9, 2026 at 5:00 P.M. to the City of Mercedes at:

Joselynn Castillo, City Secretary
400 S. Ohio Ave.
Mercedes, TX 78570
Phone: (956) 565-3114
jcastillo@cityofmercedes.com

The City of Mercedes reserves the right to reject any and all proposals and waive informalities in proposals received.

Joselynn Castillo
City Secretary

City of Mercedes – Managed Print Services Bid Specification Sheet

1. General Contract & Equipment Requirements

- **Contract Terms:** Vendors must provide pricing structures for **3-year (36 months), 4-year (48 months), and 5-year (60 months)** contract terms.
- **Equipment Condition:** All proposed devices must be **100% newly manufactured**. Refurbished, remanufactured, or lightly used equipment will not be accepted.
- **Country of Origin Preference:** The City of Mercedes aims to avoid equipment manufactured out of China. Vendors must state the primary country of manufacture for all proposed hardware.
- **Fleet Standardization:** The proposed fleet must be standardized across all 7 designated city sites to streamline IT management, user training, and supply ordering.

2. Vendor Qualifications & References

- **References Required:** Vendors must provide a minimum of **three (3) professional references** from current or recent clients of similar size and scope. References from other municipalities, government entities, or educational institutions are highly preferred. Include the contact name, title, phone number, email address, and length of the contract.
- **Experience:** Vendors must demonstrate a proven track record of providing managed print services and maintaining local service/support coverage for the Rio Grande Valley area.

3. Service Level Agreement (SLA) & Support

- **Response Acknowledgment:** The vendor's SLA must explicitly state that the City of Mercedes IT Department will receive an official acknowledgment of receipt on all work orders, service tickets, or reported issues **within a maximum of four (4) business hours**.
- **On-Site Response Time:** Vendor is required to have an on-site response time of less than four (4) business hours from ticket creation for critical devices, and less than eight (8) hours for standard devices.
- **Guaranteed Uptime:** Vendors must guarantee a minimum fleet uptime of **95%**.
- **Loaner Equipment:** If a device cannot be repaired within 24 to 48 business hours, the vendor must provide a loaner device of equal or greater functionality at no additional cost to the City. If any individual unit requires more than five (5) major service calls for the same issue in a 60-day period, the vendor must replace the device with a brand-new unit at no cost.
- **Supplies Inclusion:** The service and maintenance agreement must cover all parts, labor, travel, and consumable supplies (toner, drums, developer, and waste toner receptacles).
Note: Paper and staples are typically excluded from vendor supply contracts and provided by the City.

4. Data Security Requirements

- **Hard Drive Security:** All proposed MFPs must include built-in hard drive encryption and a Data Overwrite Security System (DOSS) or equivalent feature that automatically overwrites image/print data after every job.
- **End-of-Lease Protocol:** Vendors must outline their procedures for securing, wiping, or surrendering hard drives at the end of the lease term to ensure municipal data is not compromised. The End-of-Lease drive clearing must meet NIST SP 800-88 Revision 2 guidelines and vendor must issue a formal Certificate of Destruction/Sanitation for each returned device.

5. Implementation, Training, & End-of-Lease

- **Implementation Plan:** The vendor must provide a clear transition and deployment plan, including delivery, unboxing, network configuration, and testing.
- **Legacy Equipment:** The vendor must assist with or fully manage the removal and return shipping of the City's currently installed copiers and printers.
- **Training:** Unlimited initial and ongoing operational training must be provided for City staff at no additional cost.

6. Copier / Multifunction Printer (MFP) Requirements

- **Baseline Capacity & Current Fleet Specifications:** To ensure proposed devices meet or exceed current functionality, vendors must match the multifunction capacities of the currently installed fleet. The current fleet includes **11 copiers** and **15 desktop printers** across **7 sites** with the following general specifications that serve as the minimum baseline for new equipment:
 - ❖ **A3 Color MFPs (Currently Kyocera TASKalfa 5053c, 6053c, 5054c, 5055c, CS3253ci):** Speeds ranging from 32 to 60 PPM. Capabilities include Print, Copy, Scan, and standard/optional Fax functionalities. Features include dual standard paper trays, multipurpose bypass trays, cabinet stands, and automatic document feeders (ADF/SPDF).
 - ❖ **A4 Monochrome MFPs (Currently HP LaserJet M225dn, M1536dnf):** Speeds ranging from 25 to 26 PPM. Capabilities include Print, Copy, Scan, and Fax. Features include automatic duplex printing, standard input trays (approx. 250 sheets), and automatic document feeders (ADF).
 - ❖ **A4 Monochrome Desktop Printers (Currently HP LaserJet P1102/w, M15w, P1505, P2030, P2035, M602):** Speeds ranging from 19 to 52 PPM. Print-only capabilities with varying tray capacities (150 to 500 sheets) and manual/auto duplexing depending on the specific model. *(Note: Vendors should apply these baseline specs to the Desktop Printer requirements outlined in Section 7).*

- **Library Specifics:** Regardless of the option chosen below, all devices designated for the Library must be equipped with an **external booklet finisher featuring hole-punching capabilities**.
- **Utilities Specifics:** Device designated for the Utilities Department, must be able to provide **Letter Folding capabilities for Standard US letter size of 8.5x11** or a separate device with letter Folding capabilities to allow better longevity of primary copier and not impede printer functionality during heavy volume times.
- **Automated Toner Replenishment:** Vendor must supply automated Data Collection Agent (DCA) software to monitor device toner levels and automatically dispatch replacement supplies when levels drop below 30% eliminating local storage stocking and manual ordering. Vendor is responsible for recycling and removing old toner cartridges.

Site / Department	Device Class	Primary Functions	Target Speed	Paper Capacity	Required Finishers / Options
City Hall (Administration)	A3 Color MFP	Print/Copy/Scan/Fax	35–65 PPM	2,000+ Sheets	Inner Staple Finisher
Library	A3 Color MFP	Print/Copy/Scan/Fax	55–65 PPM	3,000+ Sheets	External Booklet Finisher w/ Hole Punch
Police Department	A4 Mono MFP	Print/Copy/Scan/Fax	35–50 PPM	1,000+ Sheets	High-Yield Tray, Card Reader
Public Works / Water	A4 Mono Printer	Print Only	30–50 PPM	500 Sheets	Compact Cabinet Stand
Fire / Emergency	A4 Color Printer	Print Only	30–40 PPM	500 Sheets	Secure Print / PIN Access

Vendors must provide distinct pricing and hardware proposals for the following two MFP configurations:

Option 1: High-Speed Fleet

- **Speed:** All proposed MFPs across all sites must output in the range of **55 to 65 Pages Per Minute (PPM)** for both monochrome and color.

Option 2: Right-Sized Fleet

- **Speed (Standard Sites):** Proposed MFPs for standard city sites must output at a minimum of **35 Pages Per Minute (PPM)** for both monochrome and color.
- **Speed (Library Exception):** The device(s) deployed at the Library must remain at the high-speed tier, outputting in the range of **55 to 65 Pages Per Minute (PPM)** for both monochrome and color.

7. Desktop Printer Requirements

In addition to the main MFPs, the City of Mercedes requires a standardized fleet of desktop printers. Vendors must structure the desktop printer proposal to follow the exact same contract terms (3, 4, and 5-year pricing, new equipment, SLA, and supplies inclusion) as the copiers.

- **Total Quantity:** 15 Desktop Printers
- **Distribution:** 12 Monochrome (B&W) devices and 3 Color devices.
- **Speed:** Output speeds must range between **30 PPM and 50 PPM**, depending on whether the unit is B&W or Color.
- **Required Options:** Vendors must provide a **minimum of two (2) different hardware options** for this device segment (e.g., proposing one tier of Single-Function Printers and another tier of Multifunction Desktop Printers, or offering varying speeds within the 30–50 PPM range).

8. Pricing & Billing Structure

- **Consolidated Billing:** The vendor should provide a single, consolidated monthly invoice for all leased equipment and service overages.
- **Cost Per Copy (CPC):** Vendors must clearly define the Cost Per Copy (CPC) for both Monochrome and Color prints, and specify whether the base lease includes a monthly volume allowance or if all prints are billed a-la-carte.
- **Volume Baselines:** “Attachment A” includes a historical/estimated monthly page count.

Bid Structure and Submission Requirements

To ensure a uniform evaluation process, all proposals must be structured strictly in accordance with the format outlined below. Bidders must organize their submissions using the following distinct sections:

1. **Business Profile**

- Overview of the company, including legal entity structure, years supplying print/copier solutions, and core service capabilities.
- Overview of technical support staff, local technician-to-device ratio, and location of the primary service center/parts inventory.
- Proof of required insurance coverage, vendor certifications, and manufacturer authorization letters (if applicable).

2. **Cost Breakdown**

- **Hardware & Acquisition:** Itemized pricing for purchase, lease (e.g., 36, 48, or 60-month terms), and rental options per device model.
- **Managed Print Services (MPS) / Maintenance:** All-inclusive Cost-Per-Page (CPP) rates for mono (black & white) and color prints, explicitly stating what supplies (toner, drums, staples) are included.
- **Ancillary Fees:** Clear breakdown of delivery, installation, network integration, training, asset tag identification, and end-of-term device removal/data wiping costs.

3. **Technical & Equipment Recommendations (Section 6 Options)**

- Formal recommendations and analysis regarding the fleet sizing, device features, and options specified in **Section 6 (Specifications)** of this packet.
- Recommended mix of high-volume multifunction printers (MFPs), desktop units, and finishing accessories (stapling, booklet folding, card readers).
- Proposed print management software recommendations (e.g., user authentication, follow-me printing, rules-based routing, and security protocols).

4. **References & SLA Metrics**

- A minimum of three (3) professional references from clients with print fleets of similar size and scope.
- Each reference must include: Organization Name, Primary Contact, Phone Number, Email, Fleet Size (number of devices), and Contract Term.
- Guaranteed Service Level Agreement (SLA) response times (e.g., 4-hour emergency on-site response) and device uptime metrics.

Attachment A

Manufacturer	Model	Speed	B/W or Color	Meter B/W	Meter Color
Kyocera	TASKalfa 5052ci	50PPM	COLOR	46,283	205,702
HP	LaserJet P1102w	18PPM	B/W	136,231	
HP	LaserJet P1102w	18PPM	B/W	82,053	
HP	LaserJet M15w	19PPM	B/W	31,510	
HP	LaserJet P1505	24PPM	B/W	176,236	
Kyocera	TASKalfa 5053ci	50PPM	COLOR	271,090	101,521
HP	LaserJet P2035	30PPM	B/W	79,632	
HP	LaserJet 600 M602	62PPM	B/W	162,189	
HP	LaserJet P1505	24PPM	B/W	92,700	
HP	LaserJet P2030	30PPM	B/W		
Kyocera	TASKalfa 5053ci	50PPM	COLOR	57,410	116,288
Kyocera	TASKalfa 6053ci	60PPM	COLOR	99,689	106,296
Kyocera	TASKalfa 5053ci	50PPM	COLOR	98,686	63,491
Kyocera	TASKalfa 5053ci	50PPM	COLOR	97,496	259,132
Kyocera	TASKalfa 5054ci	50PPM	COLOR	36,256	81,909
HP	LaserJet M225dn	26PPM	B/W	56,626	
HP	LaserJet M225dn	26PPM	B/W	26,969	
Kyocera	TASKalfa CS3253ci	32PPM	COLOR	48,139	73,721
Kyocera	TASKalfa 5053ci	50PPM	COLOR	26,286	126,745
HP	LaserJet M1536dnf	26PPM	B/W	12,876	
Kyocera	TASKalfa CS3253ci	32PPM	COLOR	9,759	32,502
Kyocera	TASKalfa CS3253ci	32PPM	COLOR	5,441	10,177