

REQUEST FOR PROPOSAL

RFP-HCLS-2026-

Managed Print Services and Equipment Procurement

Issue Date: May 26th, 2026

Project Manager: Ben Sfanos, Director of IT

Deadline For Questions: June 5th, 2026

Responses To Questions: June 12th, 2026

Deadline For Proposal Submission: June 30th, 2026

Proposal Submission Instructions: Email PDF to rfp@hclibrary.org

Contact: rfp@hclibrary.org |

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Background

Howard County Library System (HCLS) is a nationally recognized, award-winning public library system serving the residents of Howard County, Maryland, through six branches.

The Howard County Library System (HCLS) is seeking proposals from qualified vendors to provide, install, maintain, and support a fleet of multifunction copiers and printers across its administrative offices and branch locations. HCLS serves a diverse community with a strong emphasis on reliable, high-quality public and staff printing services.

Scope Summary

HCLS seeks approach and cost proposals for two different scopes of work:

The selected vendor will supply, deploy, and maintain Minolta copiers and Kyocera printers to the following locations:

- **Administration Branch:**
 - 9411 Frederick Rd
 - Ellicott City, MD 21042
- **Central Branch**
 - 10375 Little Patuxent Pkwy
 - Columbia, MD 21044
- **East Columbia Branch**
 - 6600 Cradlerock Way
 - Columbia, MD 21045
- **Elkridge Branch**
 - 6540 Washington Blvd
 - Elkridge, MD 21075
- **Glenwood Branch**
 - 2350 MD-97
 - Cooksville, MD 21723
- **Miller Branch**
 - 9421 Frederick Rd
 - Ellicott City, MD 21042
- **Savage Branch**
 - 9525 Durness Lane
 - Laurel, MD 20723

Vendor responsibilities include installation, configuration, training, maintenance, consumables (excluding paper unless specified), and ongoing technical support.

Point of Contact

All communication regarding this RFP must be submitted via email to the contact below:

Email: rfp@hclibrary.org

Acceptable Submissions

Only electronic submissions in PDF format will be accepted. Vendors are responsible for ensuring their submissions are received and acknowledged. HCLS reserves the right to request additional information, clarification, or corrections from proposers. Vendors may also be asked to make oral presentations during the evaluation process. By submitting a proposal, the vendor accepts the conditions outlined in the RFP, unless exceptions are clearly stated. Proposals must be submitted to: **rfp@hclibrary.org** by June 30th, 2026.

Inquiries

All questions must be submitted in writing via email to **rfp@hclibrary.org** by **June 5th, 2026**.

Standard/Licensure Requirements

Vendors must:

- Be licensed to conduct business in the State of Maryland
- Maintain all required certifications for equipment and services offered
- Comply with all applicable federal, state, and local regulations

Experience

Proposers must demonstrate proven experience with managed print services in public sector or library systems, successful deployment of similar equipment fleets, and the ability to support multi-location environments for public sector entities (e.g., libraries, governments, educational institutions). Provide details of at least three (3) similar projects completed in the last three years, including client references (preferably public libraries or local governments), project scope

(audit depth, remediation scale), outcomes (conformance achieved), budget, and any ongoing monitoring/support.

Basis of Award

The vendor that best meets experience, capability, approach and cost requirements will be selected.

All submissions will undergo technical analysis of product, pricing, qualifications and credentials, proposal, performance, capabilities, experience, control procedures, project staffing and support, and presentation quality.

Proposal Evaluation

Proposal evaluations will include, but not be limited to:

1. Technical solution and equipment quality
2. Service and support model
3. Experience and Qualifications (public sector focus)
4. Cost Proposal (clarity, structure, value)
5. References and Past Performance
6. Timeline

Please note that Howard County Library System reserves the right to reject all proposals.

Payment Terms

Payments based on milestones (e.g., audit completion/report delivery, remediation phases, final validation). HCLS is tax-exempt. Vendors must include proposed payment schedule (e.g., 30% upon audit approval, 50% upon remediation completion, 20% upon final testing/certification). Alternative terms may be proposed but must be detailed.

If the vendors' payment terms differ, said terms must be included in the vendors proposal.

HCLS may request additional services beyond the scope of this proposal. Any additional work agreed upon will be performed at the same rates outlined in the firm's schedule of fees and expenses provided in the sealed dollar-cost bid.

Agreement Required

The selected consultant must enter into a formal agreement with HCLS and ensure the contract is completed within the specified time. Work may not begin until a fully executed agreement and purchase order are in place.

Vendor Rights

All materials submitted in response to this RFP become the property of HCLS and may be included in any formal documentation related to the contract. Vendors agree that the contents of other proposals are confidential and proprietary, waiving any right to access them. Supporting documentation submitted will not be returned to the vendor.

Vendors submitting proposals should be aware that HCLS is a public body and must comply with public record laws, which may require disclosure of certain information. Neither party will be held liable for disclosures required by law.

Reservation of Rights

This RFP does not obligate HCLS to award an agreement on services, pay any costs related to proposal preparation, or contract for any services. HCLS reserves the right to accept or reject any proposals, negotiate with qualified vendors, or cancel the RFP in whole or in part if it is in HCLS' best interest.

HCLS will evaluate proposals based on how effectively they meet its specific requirements. The lowest fee proposal may not be the one selected. HCLS' reserves the right to reject any or all proposals, waive defects or informalities, or accept portions of proposals if it is in HCLS' best interest.

Proposal Format

The proposal must be signed by an authorized representative of the vendor and include a statement confirming that the proposal is valid for 5 calendar days from the date of opening.

Vendors are expected to thoroughly understand the conditions, requirements, and specifications before submitting a proposal. By submitting a proposal, the vendor accepts the terms and conditions unless otherwise specified.

HCLS reserves the right to request a detailed breakdown of the vendor's pricing. All quoted fees must be firm and fixed for the entire contract duration.

HCLS reserves the right to request a presentation or interview if a vendor's proposal for the consulting services is selected. This request will be at no cost to HCLS.

Interested consultants should submit a proposal that includes:

1. Cover sheet with contact information.
2. Company qualifications, credentials, and experience in for public entities.
3. Detailed description of typical process for printer and copier process and remediation (prioritization, fixes, staff training).
4. Proposed timeline (e.g., X weeks for rollout, total completion by [e.g., May 6, 2026]).
5. List of three (3) similar projects (last 5 years) with client contacts.
6. Detailed cost proposal

Vendors must complete the following pricing information:

Deliverables	Proposed cost
Monthly rental payment cost and term length	<i>Provide cost here</i>
Pages per month cost	<i>Provide cost here</i>
Overage in Pages per month	<i>Provide cost here</i>
Total proposed cost:	<i>Provide total cost here</i>

7. Each prospective Firm shall submit proposal via email to rfp@hclibrary.org (no other email will be considered for appropriate submission) which will consist of a technical section proposal, including a signed certification, and a dollar cost bid. Failure to do so shall result in automatic rejection of the proposal.

Late Proposals Not Considered

Proposals received after the specified submission deadline will not be considered.

Inconsistency or Error in the RFP

Any Consulting Firm that identifies ambiguity, inconsistency, or error in the RFP must notify HCLS in writing before the Proposal Submission Deadline. Failure to do so will waive any claims of ambiguity, inconsistency, or error.

Errors or Omissions

HCLS is not liable for any mistakes or oversights made by the vendor.

Addenda

HCLS is not accountable for oral instructions from its employees regarding the RFP. Changes will be made only through the official addenda. Vendors must regularly check the HCLS [Procurement page](#).

Incurred Costs Originating from RFP Response

The consulting firm is responsible for all the costs of preparing their RFP response. Submitted materials become the property of HCLS and will not be returned after the submission deadline.

Modification or Withdrawal of Proposal

Proposals may be modified or withdrawn in writing prior to the due date. After the deadline, no modifications are allowed except during negotiations with shortlisted firms.

Consulting Firm Certification

By submitting a proposal, the Consulting Firm certifies it has not offered any fees, commissions, or valuables to HCLS employees, officials, or consultants to secure a contract.

Contract Period

The Service Agreement shall cover the contract period aligned with dates in the awarded Services Agreement. The agreement will expire upon completion of the Scope of Work requirements.

Protest of Award

Any person objecting to the award of the Services Agreement must submit a written protest to HCLS by 4:00 p.m. on the fifth calendar day after the Notification of Award. HCLS may reject protests not filed on time, those without merit, or those requesting confidential information about other bidders, including pricing details of the firm awarded.

Termination for Convenience

HCLS may terminate the contract with 3 days' written notice, or a mutually agreed timeframe not exceeding 3 days, if it is deemed in HCLS' best interest. HCLS will cover reasonable costs incurred by the vendor up to the termination date, but the vendor will not be reimbursed for anticipated profits not yet earned.

Termination for Default

If the vendor fails to meet contract obligations or violates any provision, HCLS may terminate the agreement with written notice specifying the cause. HCLS may claim ownership of the services provided, paying fair compensation for satisfactory work done before termination, minus any damage caused by the breach. If damages exceed the compensation, the vendor remains liable, and HCLS can collect damages or deduct from future payments. In case of disputes, the parties agree to attempt mediation before seeking arbitration, litigation, or other resolution methods.

Scope of Work

Overall Goal

Install, maintain, and support a fleet of multifunction copiers and printers across its administrative offices and branch locations. Provide quotes for renting vs leasing for flexibility

Tasks:

- Deliver and install all specified equipment
- Configure devices for network and public use
- Integrate ACDI coin-operated systems where required
- Provide user and administrator training
- Supply consumables (toner, parts, etc.)
- Offer proactive maintenance and rapid response repair services
 - Provide Service Level Agreements
- Provide remote monitoring and reporting tools
- Ensure secure printing and data protection where necessary
- Support high-volume public printing environments
 - If possible, separate staff and public printer volumes per printer
- Maintain up-time standards consistent with industry best practices