



# Multi-Function Printer Replacement Request for Proposal

February 20, 2026

The Center for Justice Innovation (“Center”) or (“CJI”) is a New York based not-for-profit organization that works with communities and justice systems to advance equity, increase safety, and help individuals and communities thrive. The Center does this work throughout five boroughs of New York City, as well as Syracuse, NY; Newark, NJ; and other sites within leased spaces, courthouses, and other locations.

## **SECTION 1 – GENERAL INFORMATION**

### **1.1 INTRODUCTION**

The purpose of this Request for Proposal (RFP) is to solicit bid proposals from qualified Managed Print Services Providers (Provider) as outlined in this RFP. The goal of this RFP is to replace and consolidate all existing units, minimize cost, while maintaining and improving current services under a single contract. The Center currently operates a fleet of 34 copiers with varying lease end dates, as well as some owned units. See **Appendix A** for the existing inventory.

### **1.2 OBJECTIVE**

The Center intends to award a copier contract to the winning Provider whose bid proposal conforming to this RFP is most advantageous to the Center with respect to cost, service, capabilities and additional factors. The Provider will have capacity to consolidate the fleet, replacing expiring leases, outdated units and phase in new equipment as existing leases expire.

### **1.3 RFP DOCUMENT**

The information provided herein is intended solely to assist Company in the preparation of their Proposals. To the best of the Center’s knowledge, the information provided is accurate. However, the Center does not warrant such accuracy, and any errors or omissions subsequently determined will not be construed as a basis for invalidating this RFP.

### **1.4 BID INSTRUCTIONS**

Bidders are responsible for the timely delivery of their Proposals. All Proposals must be received according to the instructions below:

**Contact: Pat Cioffi, Senior Director, Real Estate and Administrative Operations**

**Email: [pcioffi@nycourts.gov](mailto:pcioffi@nycourts.gov)**

**Subject Line: CJI RFP Managed Print Services**

Proposals shall be binding and valid for a period of sixty (60) days from the due date. The Center will award this procurement in total and will not accept partial Proposals. The supplier will acknowledge the purchase order upon reward, under the terms and conditions stated in the purchase contract.

Responses to this RFP are due by 5pm, April 3<sup>rd</sup>, 2026. Late submittals will be rejected. All proposals are to be emailed to the manager of the RFP process: [pcioffi@nycourts.gov](mailto:pcioffi@nycourts.gov). Please provide:

Contact name, Company Address, City, State, Zip, Phone, email

Any questions regarding this RFP should also be addressed to the above individual. Firms may not contact other executives, managers or employees of CJI without permission of the manager of the RFP process.

A site inspection of CJI existing fleet is highly recommended. The RFP contains an inventory of all units, but CJI staff will not be providing any additional information to bidders who do not complete a site inspection. Site availability will be provided within one weeks of RFP release.

Bids must include the following:

1. Company History and Organization
2. Review of existing CJI fleet
3. Management Approach – how you will be organized to manage this account. Include account contacts, maintenance contacts and points of escalation.
4. Total Quality Service Management Program
5. Cost Proposal and Invoicing process. Include financing source(s) and lease terms.
6. Fleet management plan
7. Certificate of Insurance, to include CJI named as additional insured
8. Implementation Plan
9. Three references

### **Selection Criteria**

When reviewing proposals, CJI will evaluate the following factors:

- **Suitability of proposal.** Proposed solution meets needs and criteria set forth in RFP.
- **Experience.** Demonstrates experience working with a client with similar needs, and demonstrates the capacity to deliver.
- **Pricing.** Proposed cost is reasonable and cost effective for a non-profit organization and government-funded project.
- **Resources.** Vendor has demonstrated that they have the competence, time and resources to fulfill CJI's needs.
- **Presentation.** Proposal information is presented clearly, logically and is well-organized.
- **References.** Reference information for three former or current clients is provided.

### **GENERAL CONDITIONS**

- **Right to Amend RFP.** CJI reserves the right to cancel or amend or supplement the RFP if needed, giving equal information and cooperation by way of issued addendum to all proponents through email in a timely manner.

- **Bidder Incurred Costs:** All costs incurred in the preparation and presentation of proposals in any way whatsoever shall be wholly absorbed by the bidder(s).
- **Acceptance of Proposals:** CJI is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in light of the evaluation criteria specified in this RFP.
- **Evaluation of Proposals:** Several members of CJI and potentially external stakeholders will evaluate all complete proposals. CJI reserves the right to make an award based directly on the proposals submitted or to negotiate further with one or more proponents.
- **Contract Terms:** The final terms and conditions will be set in a contract between the vendor(s) and CJI and shall be for a 3 year period unless terminated by either party with thirty (30) days written notice.

### **1.5 ASSIGNMENT OF CONTRACTUAL RIGHTS**

It is agreed that this contract must not be assigned, transferred, conveyed or otherwise disposed of by either party in any manner unless approved in writing by Center.

### **1.6 CONDITIONS OF PROPOSAL SUBMITTAL**

- The proposal must be signed by a duly authorized official for the proposing vendor submitting the proposal;
- All proposals are to include an itemized list of services provided, costs and exclusions. All terms and conditions will be included in the response;
- All proposals are non-binding;
- Automatic renewal clauses will not be accepted.

### **1.7 INDEMNITY**

The successful Company agrees to defend, indemnify, and hold the Center harmless from any and all causes of action or claims arising out of or related to the successful Company's performance of the work scope.

### **1.8 BOND & SECURITY REQUIREMENTS**

- Bonding or security requirements are not required for this scope of work.
- Company will include a Certificate of Insurance and current W9 form.
- Notice of Cancellation of Insurance – Certificates of proof of insurance shall provide for not less than thirty (30) days' notice of change or cancellation prior to acceptance of the work.

## **SECTION 2 – REQUIREMENTS**

### **2.1 SCOPE OF SERVICES - GENERAL**

The following Scope of Work provides an overview of the Managed Print Services project. The Center is seeking a Document Solutions Provider who can provide services including but not limited to the following:

- Analyze existing copier fleet equipment and usage, make recommendations for replacement of expiring or expired units including disposal of old copiers and purchase, installation, and configuration of new copier options;
- Provide a single maintenance service agreement for all replaced units;
- Provide MFP service management and volume tracking of all MFPs through remote tracking software;
- Procure, install, configure, and manage replacement copiers as needed;
- Supply and deliver toner, consumables and replacement parts automatically;
- Provide spare toner inventory for each copier at all branches of the Center;
- Onsite service and repair of copiers when a service ticket is placed, or, if the copier must be repaired offsite, delivery and installation of a temporary replacement copier while offsite repairs are made;
- Access to customer support for questions or requests for service;
- Coordination with the Center’s Technology Department to configure, train, update and manage technological aspects of all equipment;
- Copier cleanings as requested;
- Single monthly billing via invoice with Net 30 terms;
- Regular review of click usage. Recommend adjustments in service contracts as needed and approach to avoiding overage charges;
- Provide pricing options as follows:
  - 36 month lease
  - 48 month lease
  - Outright purchase
- Equipment warrantee
- Click rollover options;
- Mobility print solution.

**2.2** Provide full or partial buyout options.

**2.3** Provide comprehensive implementation plan. The implementation plan should provide specific dates for key milestones. The Center appreciates timely communication from Company(s) throughout the Project’s timeline to ensure that implementation stays on track and meets the needs of the Center.

**2.4** Describe maintenance plan including SLAs, response times transparent pricing structure that includes licensing, implementation, installation, configuration, and ongoing support costs as well as future renewal rates. Provide at least three customer references.

**2.5** Providers selected to advance in the process will be invited to meet with representatives of the Center to discuss the Respondents’ Proposals in-person.

### **SECTION 3 – MAINTENANCE**

**3.1** The Center owns/leases 34 copiers deployed across 23 locations. Prospective vendors are required to schedule and conduct a physical inspection of the existing equipment and facilities relevant to the scope of this RFP. This mandatory site visit is intended to familiarize vendors with the current infrastructure, operational conditions, and any potential challenges or limitations that may impact their proposed solutions. See Appendix A for all sites and equipment information.

- 3.2** Provider will not be responsible for maintaining units that cannot be replaced in this initial phase. However, Provider can submit buyout quotes for units deemed suitable for replacement.
- 3.3** Provider is responsible for delivery of supplies to the points of need, as identified by the Center, to any of the included sites. They will also provide a professionally staffed helpdesk for troubleshooting and problem resolution. The Company shall provide a toll-free telephone support number for placing service calls, which will be available Monday through Friday, 8:00 a.m. to 5:00 p.m., except legal holidays.
- 3.4** Minimum service response expectations:
- Company shall respond to a request for maintenance within one (1) hour;
  - Maintenance and repair calls must be performed within four (4) hours of request for service;
  - The maximum allowable downtime for any one piece of equipment is forty-eight (48) hours;
  - Company assumes responsibility for pick-up, disposal of and recycling of all service parts;
  - A “loaner” copier must be placed in the building for any equipment that can’t be repaired or restored to normal operating service within 3 business days.
- 3.5** The selected Provider is requested to provide either directly or via a qualified third-party no less than two (2) on-site training sessions for users per installation.

## **SECTION 4 – MULTI-FUNCTION COPIER SPECIFICATIONS**

Features:

- a) Job build, collation, color scanning and copying
- b) Email/Scan
- c) Output tray selection, supply life indicator, remote management,
- d) Auto tray switching, auto-fit, side loading tray, multi-position stapling,
- e) 2 and 3-hole punch.
- f) Papercut or similar mobility print solution.
- g) Fax option.
- h) Usage tracking and reporting.
- i) Automatic supply replenishment.

## **SECTION 5 – TECHNOLOGY REQUIREMENTS**

### **1. Technology Requirements**

- MFPs should be fully compatible with Microsoft 365, including but not limited to:

- **Authentication:** MFPs must natively support Entra ID/Azure AD authentication without on-prem Active Directory and also other modern authentication protocols (OAuth 2.0, OpenID Connect, SAML 2.0)
  - **M365 User Authentication:** MFPs should support the ability for users to log into the MFP using their Entra ID credentials, with support for username/password authentication. MFPs should also support PIN and/or badge authentication. Devices should also support MFA logins.
  - **Native Microsoft Universal Print Support:** MFPs should support Microsoft Universal Print natively without requiring print servers/third-party connectors.
  - **M365 Application Compatibility:** MFPs should provide scan-to-email, scan-to-OneDrive, and scan-to-SharePoint Online functionality. If available, MFPs should also provide print-from-cloud capabilities, including the ability to browse and print directly from OneDrive or SharePoint from the MFP itself.
  - **Encryption:** MFPs must support TLS 1.2 or higher for data in transit and support AES-256 encryption or better for data at rest. Our current Konica MFPs support [AES-256, 3DES-168, RC4-128]
- **Secure printing/pull printing** - Support for PIN release to protect sensitive documents.
  - **Firmware & software updates** - the vendor should be required to perform firmware/software updates and security patches on a periodic basis.
  - **Remote administration** – devices should provide the ability to be administered remotely.

## 2. Security & Compliance Requirements

- **Conditional Access Compliance** - Devices must be able to function within Microsoft 365 Conditional Access policies.
- **Encryption and End of Life Disposal** - any MFP that contains a hard disk must be utilize encryption to protect its contents. The vendor should also be responsible for the secure wiping/overwrite of MFPs when disposed and adhere to best-practice standards (e.g. NIST SP 800-88 Revision 1 and/or DoD standards). Vendor should also provide appropriate certification to the Center when a device is wiped/overwritten. We also may want to require the vendor to ensure that disposal of MFPs is performed in an environmentally responsible fashion.
- **Regulatory compliance** - require vendor proposals to state how MFPs are compliant with CJIS, HIPAA and other security/compliance frameworks.
- **Audit logs** - MFPs should have the ability to produce print/scan logs for compliance or investigations.

### 3. Training & Onboarding Requirements

- **IT administrator and support training** - the vendor should provide sufficient training for the Technology team to manage and administer the fleet as needed. Some items to cover include troubleshooting of printing, network scanning and other device and M365 functions.

### 4. Service Requirements

- **Guaranteed response times** - along with what's previously mentioned, it would be useful to specify expected maximum response times for onsite repairs (e.g. 4 business hours for urgent issues, 1 business day for less-critical repairs).
- **SLAs** - consider requiring an SLA guarantee for uptime for individual units (e.g. 98% uptime per MFP per month). It might also be useful to specify the expectation that the Center would receive credits and/or the vendor would be required to replace the unit if SLAs were not met.
- **Replacement triggers** - consider having the vendor define criteria pertaining to when they would replace failing devices or those with a troublesome service history (downtime %, frequency of service calls, etc.)
- **Remote diagnostics and preventative maintenance** – consider asking respondents to perform issue identification and remote troubleshooting if possible (this can help speed up repairs, even if an onsite visit is required). Also consider asking vendors to outline preventative maintenance work/schedules to maintain the fleet. (this also cuts down on fleet downtime).
- **Fleet usage reporting** - the vendor should be able to provide monthly or quarterly reporting by device, office location, etc.
- **Print rules/cost controls** – All MFPs should default to Grayscale/B&W and doublesided printing.

### 5. **Hardware:**

- MFPs should include a compatible card reader to enable repurposing of our existing building access ID cards where applicable.
- Provide ability to support both Ethernet and Wi-Fi connectivity to ensure service availability.

**APPENDIX A - EXISTING FLEET**

Model	Mach. Serial Number	Lease Start	Lease End	Remaining	Project	Street Name	City	State	Zip
C250I	AA2M01308526	2/28/2022	2/27/2027	13	Bronx Community Solutions	215 E 161ST ST	BRONX	NY	10451-3501
C368	A7PU017202090	7/16/2023	7/15/2024	-	Community Justice Connect- Bronx	3213A 3RD AVE	BRONX	NY	10451-4203
C368	AA2M013006099	4/15/2018	4/14/2022	-	Save Our Street (SOS) Bronx	601 E 163RD ST	BRONX	NY	10456-7253
C368	A7PU017202027	7/13/2019	7/12/2024	-	Bronx Community Justice Center	630 JACKSON AVE	BRONX	NY	10451
C368	A7PU011023368				Brooklyn Justice Initiatives	120 SCHERMERHORN ST	BROOKLYN		
C360I	AA2J011014759	3/31/2022	3/30/2027	14	Brooklyn Justice Initiatives	120 SCHERMERHORN ST	BROOKLYN	NY	11201-5108
C360I	AA2J011014769	3/31/2022	3/30/2027	14	Brooklyn Justice Initiatives	120 SCHERMERHORN ST	BROOKLYN	NY	11201-5108
C3350I	A93E011008733	11/5/2020	11/4/2024	-	NIA Youth	1406 FULTON STREET	BROOKLYN	NY	11216
C360I	AA2J013001066	11/5/2020	11/4/2024	-	NIA Youth	1406 FULTON STREET	BROOKLYN	NY	11216
C360I	AA2J011014719	3/31/2022	3/30/2027	14	Brooklyn Justice Initiatives	14-16 DEKALB AVENUE	BROOKLYN	NY	11201-5108
C360I	AA2J011015159	4/5/2022	4/4/2027	14	Brooklyn Justice Initiatives	14-16 DEKALB AVENUE	BROOKLYN	NY	11201
C360I	AA2J011026004	12/12/2022	12/11/2027	22	Brooklyn Justice Initiatives	25 ELM PLACE	BROOKLYN	NY	10018-6507
C360I	AA2J011026022	12/12/2022	12/11/2027	22	Center Headquarters	25 ELM PLACE	BROOKLYN	NY	10018-6507
C360I	AA2J011031191	3/28/2023	3/27/2028	26	Legal Hand - Crown Heights	250 KINGSTON AVE	BROOKLYN	NY	11213-3435
C360I	AA2J011019095	8/3/2022	8/2/2027	18	Neighbors in Action Crown Heights	250 KINGSTON AVE	BROOKLYN	NY	11213-3435
C3350I	A93E011205012	10/6/2021	10/5/2026	8	Brooklyn Mental Health	320 JAY ST	BROOKLYN	NY	11201-2935
C368	A7PU017202178	1/14/2019	1/13/2027	-	Brooklyn Mental Health	320 Jay Street	BROOKLYN		
C360I	AA2J011015686	5/18/2022	5/17/2027	15	Neighbors in Action - Bed Stuy	335 Nostrand Avenue	BROOKLYN	NY	11178
3554CI	J6238 19X4313460	12/23/2024	11/24/2028	34	Brooklyn Supervised Release Program	487 LIVONIA AVENUE	BROOKLYN	NY	11207
3554CI	J6239 19X4112479	12/23/2024	11/24/2028	34	Brooklyn Supervised Release Program	487 LIVONIA AVENUE	BROOKLYN	NY	11207
C360I	AA2J013007714	8/5/2021	8/4/2026	6	Brownsville Community Justice Center	50 BELMONT AVE	BROOKLYN	NY	11212-6705
C3350I	A93E011204215	8/5/2021	8/4/2026	6	Brownsville Community Justice Center	50 BELMONT AVE	BROOKLYN	NY	11212-6705
C360I	AA2J011006638	4/15/2025	3/14/2026	1	Queens Community Justice Center - Far Rock	1027 BEACH 20th STREET	FAR ROCKAWAY	NY	11691
C250I	AA2M013007509	1/14/2022	1/13/2027	11	Legal Hand Queens - Jamaica	149-13 JAMAICA AVE	JAMAICA	NY	11435
C360I	AA2J011018876				Queens Community Justice Center - Jamaica	162-04 Tuskegee Airmen Way	JAMAICA		
C250I	AA2M013008490	2/28/2022	2/27/2027	13	Harlem Community Justice Center	170 E 121TH ST	NEW YORK	NY	10035-000
C227	A798019500186	6/20/2019	6/19/2024	-	Midtown Community Court	314 W 54TH ST	NEW YORK	NY	10019-5102
C3110	A6DT012102168				Center Headquarters	520 8TH AVE	NEW YORK		
C360I	AA2J011025605	12/13/2022	12/12/2027	22	Center Headquarters	520 8TH AVE	NEW YORK	NY	10018-6507
C360I	AA2J011008952	3/2/2020	3/1/2024	-	Center Headquarters	520 8TH AVE	NEW YORK	NY	10018-6507
C360I	AA2J011025971	12/12/2022	12/11/2027	22	Center Headquarters	520 8TH AVE	NEW YORK	NY	10018-6507
C3350I	A93E011205014	12/10/2021	12/9/2026	10	NY District Attorney's Office	80 CENTRE ST	NEW YORK	NY	10013-4306
C360I	AA2J013007641	8/4/2021	8/3/2026	6	Staten Island Justice Center	30 BAY ST	STATEN ISLAND	NY	10301-2541
C360I	AA2J012001424	7/7/2022	7/6/2027	17	Staten Island Justice Center	30 BAY ST	STATEN ISLAND	NY	10301-2541
C360I	AA2J012001427	7/7/2022	7/6/2027	17	Staten Island Justice Center	30 BAY ST	STATEN ISLAND	NY	10301-2541
C360I	AA2J011018929	8/2/2022	8/1/2027	18	Staten Island Justice Center	30 BEACH STREET	STATEN ISLAND	NY	10301-2541
C250I	AA2M013006783	8/10/2021	8/9/2026	6	Upstate NY (Syracuse Programs)	120 E Washington St	SYRACUSE	NY	13202-3037