



## **CSKT Request for Proposal – Managed Print Services SEALED BID**

Sealed bid will be closed 08/11/25

Contact: Celeste Hewankorn, [Celeste.Hewankorn@cskt.org](mailto:Celeste.Hewankorn@cskt.org)

## 1. CSKT Overview:

- a. **Tribal Mission:** Our Mission is to adopt traditional principles and values into all facets of tribal operations and services. We will invest in our people in a manner that ensures our ability to become a completely self-sufficient society and economy.
- b. **Principles and Values:** The traditional values that served our people in the past are embedded in the many ways we serve and invest in our people and communities, in the way we have regained and restored our homelands and natural resources, in the ways we have built a self-sufficient society and economy, in the ways we govern our Reservation and represent ourselves to the rest of the world and in the ways we continue to preserve our right to determine our own destiny.
- c. **History:** The Confederated Salish and Kootenai Tribes are comprised of the Bitterroot Salish, the Pend d'Oreille and the Kootenai tribes. The Flathead Reservation of 1.317 million acres in northwest Montana is our home now but our ancestors lived in the territory now known as western Montana, parts of Idaho, British Columbia, and Wyoming. This aboriginal territory exceeded 20 million acres at the time of the 1855 Hellgate Treaty.

## 2. RFP Sealed Bid Objective:

This RFP is for Managed Print Services. CSKT seeks a partner to provide best-in-class service and support for CSKT's multi-function devices, printers, and mailing systems across our geographic footprint (see section 5 for geographic locations pertinent to this RFP). Services will be provided in a phased approach where current devices will remain in the fleet through the end of their defined lifecycles. As each device reaches end-of-life it will be replaced by a supplier-supported device. CSKT is not seeking to replace the existing fleet of printers at this time. It is vitally important to CSKT to find a partner who can ensure all print/scan/MFP/mailing equipment is fully covered and available for use at or above agreed upon SLA levels.

## 3. Background:

CSKT requires partners to have previous experience in MPS and ongoing fleet management with tribal nations that have a fleet similar in size to the fleet below. Please include your background in this response. Additional Bid Requirements Bids must be sealed and clearly marked as "SEALED BID CS&KT Information Technology Managed Print Services" on the outside envelope. Sealed bids may be hand-delivered to CS&KT Information Technology in Pablo Montana at 42464 Complex Blvd. or mailed to PO BOX 278, Pablo MT 59855. Bids must be submitted on or before 5:30 p.m. on August 11, 2024. Bids submitted by mail shall be postmarked by August 11, 2024. For more information contact Celeste Hewankorn, Information Technology at (406) 675-2700 ext. 1278

## 4. Service Requirements:

- a. Annual supplier-conducted printer fleet assessment (if necessary)

- b.** Maintenance of fleet (outlined in section 5) including CSKT owned, and supplier provided devices, to include:
  - (i) Consumables
  - (ii) Parts, including drums, fuser units, transfer kits, waste toner bottles, rollers, paper guides, meter tape, bond paper, and other parts as needed.
  - (iii) (OEM) Ink and toner cartridges required.
- c.** Labor, including delivery of consumables and parts, and drive time.
- d.** Break-fix services:
  - (i) Capability to accept incident reports by email or telephone
  - (ii) Dispatch according to agreed SLAs (Section 6) during contract coverage hours
- e.** Client-facing web portal, which provides, at a minimum, the following data:
  - (i) Number of managed and non-managed devices on the network
  - (ii) Equipment details – Manufacturer, model, serial number, IP address, MAC address
  - (iii) Location of device
  - (iv) Color vs. B/W devices
  - (v) Local vs. networked devices
  - (vi) Operating levels per each device
- f.** Device Software: Drivers, Utilities, auto meter collection (networked devices)
- g.** Training
  - (i) User Training
  - (ii) Technician training (if needed to allow CSKT IT to triage issues before engaging supplier)

**5. Fleet Overview:** Service provider must fulfill service requirements outlined in section four to the following fleet of 346 total devices.

- a.** 266 Printers
  - (i) HP (primarily)
  - (ii) Canon
  - (iii) Brother
  - (iv) Kyocera
- b.** 66 Copiers
  - (i) Toshiba (primarily)
  - (ii) Sharp
  - (iii) Kyocera
- c.** 3 mailing systems
  - (i) Hasler
  - (ii) Pitney Bowes
- d.** 11 Plotters
  - (i) HP

**Average monthly volume:**

Mono: 288,607

Color: 366,171

**6. Montana Zip codes of Operation:** Service provider must cover the following locations.

MT zip codes of operation	
Arlee	59821
St. Ignatius	59865
Ronan	59864
Pablo	59855
Polson	59860
Hot Springs	59845
Elmo	59915

**7. SLA's, KPI's, Metrics:**

Please see the SLAs and metrics which will be used to govern this program. These metrics have been reviewed and approved by all stakeholders.

- a. 4-hour response time for local offices
  - (i) Pablo
  - (ii) St Ignatius
  - (iii) Ronan
  - (iv) Arlee
  - (v) Polson
- b. 8—hour response time for satellite offices:
  - (i) Elmo
  - (ii) Hot Springs