



NORTHERN Oklahoma College

TONKAWA | ENID | STILLWATER

REQUEST FOR PROPOSAL Print Management Services

Schedule of Major Events

RFP Release	February 16, 2026
Deadline for NOC Responses	5:00PM, March 13, 2026
Deadline to Submit Questions, Answers, Demos	5:00PM, March 13, 2026
RFP Proposals Due	5:00PM, March 23, 2026
Notice of Award	March 30, 2026
Contract Begin Date	June 1, 2026

1220 East Grand Avenue
Tonkawa, OK 74653

Designated Contact

Michael Machia
Director of Information Technology
(580) 628-6267
michael.machia@noc.edu

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General Information

The Vendors may submit questions up until March 13, 2026 at 5:00 PM. All questions shall be submitted via email listed below. Responses to questions will be sent via email to each solicited vendor's designated contact.

Questions or concerns regarding this Request for Proposal shall be directed to:
Michael Machia, email: michael.machia@noc.edu.

A single site visit to each campus will be held as follows (all vendors wishing to submit a proposal must attend each of these campus site visits):

Tonkawa: **Date:** March 2, 2026 **Time:** 9:00AM

Enid & Stillwater: **Date:** March 3, 2026 **Time:** 9:00AM

Enid Campus
100 South University Ave
Enid, OK 73702

Tonkawa Campus
1220 East Grand Ave
Tonkawa, OK 74653

Stillwater Campus
615 N. Monroe
Stillwater, OK 74078

During these site visits vendors may initiate data collection of equipment use, quantity of devices and location of devices.

Apart from the contact required for any on-going business at Northern Oklahoma College (NOC), vendors are specifically prohibited from contacting any individual at, or associated with, NOC regarding this Request for Proposal (RFP). Vendor communication shall be limited to the college's Purchasing Department and the contact person listed above. A vendor's failure to adhere to this prohibition may, at NOC's sole discretion, disqualify the vendor's proposal.

NOC reserves the right to accept one or multiple proposals from the list of vendors that have met the requirements of the RFP.

In the event that it becomes necessary to revise any part of this RFP prior to the assigned return date, the revision will be provided by the Purchasing Department, or designee, to all respondents involved in the request for proposal. Changes in the specifications will be provided to all respondents, electronically, via an addendum made through the Purchasing Department email. NOC will be the sole determinant of whether any revisions/addendum should be issued as a result of any questions or other matters, and may extend the proposal deadline, if in NOC's judgment such information significantly amends this solicitation, or makes compliance with the original proposed due date impractical.

Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals for the establishment of a contract through competitive bidding for a Print Management System (PMS) at all three of NOC's campuses. Although NOC has a Centralized Printing Department that supports the needs of its campuses, the equipment utilized in this Department will not and should not be factored into this proposal. Northern does however reserve the right to add this equipment at a later date during a possible contract renewal period.

Contract Period

The proposal should be for a three-year term with the cost of support, service and leasing to not increase during that three-year term. After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Information Technology. Northern may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should Northern exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Non-Appropriation Clause

The terms of any contract and any Purchase Order issued for multiple years under the contract are contingent upon sufficient appropriations being made by the Legislature or other appropriate government entity. Notwithstanding any language to the contrary in the solicitation, purchase order, or any other contract document, the procuring agency may terminate its obligations under the multiple year agreements. The Requesting (procuring) Agency's decisions as to whether sufficient appropriations are available shall be final and binding.

Mike Machia, Director of Information Technology, at NOC or his designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its performance. The Contract Administrator, or his designee, shall have authority to approve changes in the services for this contract, through a written amendment to the contract or at the time of renewal of the contract.

College Background

Approximately 4,000 students pursue degree programs through the three campus locations. NOC has approximately 700 staff and faculty located on its three campuses. More information about NOC can be found at noc.edu.

NOC currently has approximately 130 print devices at our three campus locations. NOC has a number of Officejet/Deskjet printers we have assigned to our Athletic Department. These office locations, on the Enid and Tonkawa campuses, are not able to utilize centralized printing. These printers are not included in the count and will not need to be serviced or monitored by the awarded vendor.

NOC currently averages, per month, 112,599 printed pages for black and white and 13,444 printed pages for color.

Please see attachment A, B and C for NOC's current device inventory. During the onsite visit all device locations will be confirmed and usage information can be pulled from each device.

Vendor Qualifications and Requested Services

Company Information

- Provide a company overview, including dates of incorporation, of all affiliates or third parties, and number of employees;
- Are you a part of a larger company? If so, briefly describe the degree of corporate support;
- How many customers do you currently service;
- What is your company's mission or corporate philosophy statement? What is your company's focus (cost, quality, etc.)? How do you differentiate your company from your competitors;
- Where are your warehouses, service locations and corporate headquarters;
- What is the strategy that your organization uses to assess the needs of the various departments and schools that comprise an educational institution similar to NOC;
- In addition to print management, what other products and/or solutions does your organization provide that could help NOC reduce and recover operational costs;
- If applicable, describe your company's green initiative and how your products are energy saving, and environmentally safe and friendly;
- Provide an organizational chart that would represent the support that would be put into place to service and support NOC including escalation;

Hardware

- Propose the Print Management System server; hosted or non-hosted systems. Include detailed description of server hardware vendor shall supply or be required by NOC, including make, model, specifications, operating system, CPU requirements, etc., sufficient to manage system growth over the next three years or longer;
- Currently all devices are leased, NOC would like to keep all devices in your proposal leased;
- Propose toner management, supply and service;
- Department codes and employee emails will need to be imported into designated copier devices;
- User guides for each model device should be provided either electronically or a hardcopy;
- **During the three-year term, NOC shall have the option to remove any device that is on the lease agreement and when said device is removed, that leased device shall be removed from the agreement on the date the device was removed. No payment, by NOC, for the remaining time period of the lease shall be requested by the vendor for the device being removed.**

Software

- Propose system with web browser-based user interface; specify browsers supported;
- Specify proposed software name, manufacturer, and release/version; list any drivers and/or third-party software required for system to run as proposed;
- Specify all proposed software licensing requirements and include full license agreement;
- Provide installation, configuring and any customization the system might need;
- Provide any training for NOC staff required to support the proposed system;
- Describe software upgrades and frequency of new releases;
- Remote monitoring of all devices with a threshold of 15% toner availability;
- Specify the maximum simultaneous data collections users (either working at a workstation via the web interface) that the proposed system supports;
- Provide an overview of the reporting capabilities, including a list of the standard reports and/or available templates for ad-hoc reports; include a representative sample of standard reports;
- Provide information on batch control and management through printing devices;
- **A remote demonstration of the software that NOC will utilize for managing charges to include overages will need to be scheduled prior to submission of the proposal;**
- All NOC student computer labs should be set to print front and back of each page by default at the device;

Service

It is the expectation of NOC that during normal business hours the awarded will be required to respond to service requests **within the same day of the service notification or the next business day at all campus locations**. This is to include but not limited to all maintenance, repair, and servicing of devices on either a contract agreement or an established on-call service agreement if offered.

- How is service monitored;
- At what point and degree would a machine be replaced due to continuous maintenance needs;
- Do you have on-line capabilities for requesting service and supplies? If yes, provide remote training to NOC Information Technology staff;
- Provide information concerning hours of operation that service and support are available. Comment on service and support availability for all campus locations;
- **Device replacement should be initiated if a device issue cannot be resolved within a week;**
- Are you able to provide immediate confirmation of a service request detailing response of service technician through the web or by phone;
- Can you provide emergency response hours, if so what are those hours and would that be billed separately;
- Provide your average service response time;
- Please describe any “user replaceable” components that can help maintain uptime and minimize service technician intervention;

- Will any part of the service be subcontracted? If yes, please provide a listing of locations that would be subcontracted along with the information on the subcontractor and contact information;
- The vendor should provide a typical implementation plan as part of their proposal. This will assist in helping us identify all the issues related to the managed machine project;
- Provide all requirements/functions to be provided by NOC IT personnel. What is the resource commitment for IT to complete the project;
- Address your service of installing print drivers and additional networked printers for NOC personnel and printing via a print server;
- Do you offer temporary replacement while equipment is being serviced;
- What is the procedure for resolving a machine with frequent problems;
- Is there a process for moving currently existing settings, address books, etc., from existing machines to replacement or new machines;
- Minimal extra toner should be issued to each campus for each device model in case of cartridge issues;
- Toner should be sent to each campus's designated recipient with free return of empty cartridges;
- Describe what green or sustainable initiatives your organization embraces and how they can directly impact this RFP;

Management

- Remote management and/or automatic supply ordering;
- On-going measurement of quarterly savings report, broken down by campus location based on previous years volume/expenses;
- **Quarterly itemized usage reports on all devices, to include black/white, color, overages, costs per device and total per campus. Reports should be sent to the Director of Information Technology;**
- Analysis deployment capacity (volume response plan according to existing equipment);
- Offer enrollment of newly acquired printers under print management program;
- Describe the methods by which your company will strive to lower the costs incurred by NOC over the length of the contract;
- **It is the responsibility of the vendor to collect usage numbers from each device. NOC should not be contacted to collect this data;**
- The Print Management System (PMS) must be capable of maintaining permanent records and data collection for each machine as follows but not limited to:
 - NOC fixed asset number
 - Department
 - Location
 - Impressions per month
 - Rate
 - Serial Number
 - Model
 - Service call record

- Non-billable supplies issued
- Billable supplies issued (billed quarterly)
- Service call report times
- Repeat service calls

Security

- Specify security capabilities and levels, including password management, controlling access to staff functions, audit trails, and encryption;
- Specify any third-party software packages recommended to enhance security;
- **Those devices with hard drives, please provide information on the security of those hard drives and disposal of the data stored on them;**

Costs

- Detail the proposed price for the PMS; include the basis for the pricing and scalability of the proposal and split out costs for hardware, software, and implementation;
- Clearly delineate and reflect by line item and total(s) any educational allowances and discounts available;
- Include third-party software requirements that identify licensing and use of any third-party software such as transaction monitors, web servers, compilers, or security systems;
- **Due to the fluctuation in usage from Summer, Fall to Spring, NOC would like billing to be scheduled on a monthly basis with overages being billed semi-annually;**

Additional Requirements

- Describe your experience in working with colleges and universities and the names of individuals at these institutions with whom you have worked closely (These individuals may also serve as references);
- Oral Presentations: Vendors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to NOC. This will provide an opportunity for the vendor to clarify or elaborate on the proposal but will in no way change the original proposal. NOC will schedule the time and location of these presentations; however, oral presentations are an option of NOC and may not be scheduled otherwise. Therefore, proposals should be complete;
- Project Manager: The selected vendor agrees to provide a named individual, ("Project Manager") to manage system implementation and subsequent maintenance/service. The project Manager will be the College's primary contact, although the Project Manager will be assisted by other members of the selected vendor's staff in completing key activities;

ATTACHMENT D

REFERENCES

Vendors must provide a minimum of three (3) references for print management services with a set of similar services as proposed. Failure to provide the following information at the time and date this RFP closes could affect proposer's evaluation.

REFERENCE 1

Name of the customer and point of contact to which the comparable service was provided

System Size _____ Telephone Number _____

Email _____

Service Start Date _____

REFERENCE 2

Name of the customer and point of contact to which the comparable service was provided

System Size _____ Telephone Number _____

Email _____

Service Start Date _____

REFERENCE 3

Name of the customer and point of contact to which the comparable service was provided

System Size _____ Telephone Number _____

Email _____

Service Start Date _____



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2026 Request for Proposal - Print Management - Attachment C

Current Devices - Stillwater

NOC Asset#	Campus - Room	Type	Model	Serial#	Make
7999	Stillwater-125	Copier	E77830dn	CNB1LB8419	HP
8088	Stillwater-160	Printer	M806	JPDCM26174	HP
8718	Stillwater-280	Printer	E40040	PHBCG10394	HP
8027	Stillwater-281	Printer	E40040	PHBCG10389	HP
8250	Stillwater-282	Printer	E45028	VNB4600236	HP
8663	Stillwater-283	Printer	E40040	PHBCG10392	HP
8420	Stillwater-288	Printer	E40040	PHBCG10381	HP
6536	Stillwater-288	Printer	E40040	PHBCG11100	HP
8881	Stillwater-290	Printer	E40040	PHBCG10382	HP
8624	Stillwater-291	Printer	E40040	PHBCG10383	HP
8757	Stillwater-292	Printer	E40040	PHBCG10393	HP
8701	Stillwater-296	Printer	E40040	PHBCG10390	HP
8795	Stillwater-297	Printer	E40040	PHBCG12740	HP
8758	Stillwater-298	Printer	E40040	PHBCG10377	HP
7737	Stillwater-293	Copier	E82550dn	CNC1M300DB	HP
8988	Stillwater-SWLOBBY	Printer	E40040	PHBCH08385	HP
8931	Stillwater-SWTESTLBY	Printer	E50145	PHCCQ550PJ	HP
7703	Stillwater-285A	Printer	M521dn	CNDKM2K4KH	HP
7776	Stillwater-390	Printer	M806	JPDCM2612Z	HP
7992	Stillwater-339	Copier	E87650dn	CNB1L6G0VM	HP
8532	Stillwater-410	Printer	M553NM	JPCCL59108	HP
8037	Stillwater-437	Copier	E82550	CNC1M1309R	HP
8893	Stillwater-288	Printer	E40040	PHBCG11100	HP



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2026 Request for Proposal - Print Management - Attachment B

Current Devices - Enid

NOC Asset#	Campus - Room	Type	Model	Serial#	Make
9199	ZL400B	PRINTER	E47528	CNCRQ6N077	HP
7326	ZL305	COPIER	M806	JPDCM2611L	HP
7234	ZL301	PRINTER	E40040	PHBCH08381	HP
7367	ZL315 (HALL)	COPIER	E77830	CNB1LB8424	HP
7456	ZL303	PRINTER	E40040	PHBCH08382	HP
7346	ZL210D	COPIER	E77830	CNB1LB842D	HP
7453	ZL210A	PRINTER	E40040	PHBCG13109	HP
9190	ZL210	PRINTER	E47528	CNCRQ6N06R	HP
7493	ZL103	PRINTER	E40040	PHBCG10408	HP
7317	ZL101B	PRINTER	M521dn	CNDKM2K764	HP
7349	ZL111E	PRINTER	M570dn	CNCKM3D0QN	HP
9187	A107A	PRINTER	E47528	CNCRQ6N01M	HP
7118	A108 (LOBBY)	PRINTER	E40040	PHBCG10409	HP
7365	A108 (FILE RM)	COPIER	E72530	CNC1LDG002	HP
7123	A108D	PRINTER	E40040	PHBCG13037	HP
7144	A106	PRINTER	E50145	PHCC16GHBK	HP
7342	A105	COPIER	E77830	CNB1LB841T	HP
7476	A105A	PRINTER	E40040	PHBCG13105	HP
7350	A104	COPIER	E82550	CNC1M13096	HP
7325	A101	PRINTER	M521dn	CNDKM2K7SB	HP
7498	GYM SOFTBALL	PRINTER	E40040	PHBCG10395	HP
9137	GZ114	PRINTER	E47528	CNCRQ6N055	HP
7323	GZ113 UPWRDBND	PRINTER	M426fdn	PHBLM420YY	HP
7313	GZ122 UPWRDBND	COPIER	E77830	CNB1LB842J	HP
7195	GZ BOOKSTORE	PRINTER	M570dn	CNCKM3F01H	HP
7494	ML214	COPIER	E72530	CNC1M2T06C	HP
7392	ML212	PRINTER	E45028	VNB4600243	HP
7359	S110	PRINTER	M452dn	JPBDQ07090	HP
9094	S210	COPIER	E78330	CNB1PCG2X5	HP
9107	MAINT	PRINTER	E47528	CNCRQ6N7V7	HP
7471	AUSTRONOMY	PRINTER	E45028	VNB4600269	HP



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2026 Request for Proposal - Print Management - Attachment A

Current Devices - Tonkawa

NOC Asset#	Campus - Room	Type	Model	Serial#	Make
8409	A100	Copier	E72530	CNC1LDG004	HP
8427	A100	Copier	E72530	CNC1M2S088	HP
7683	A100	Printer	M806	JPDCM261D6	HP
9130	A100B	Printer	E47528	CNCRQ6N08N	HP
8524	A100F	Printer	M527m	MXNCL6P06X	HP
9186	A100H	Printer	E47528	CNCRQ6N07K	HP
9399	A101A	Printer	E57540	MXBCQ5N03F	HP
7055	A102	Printer	E57540	MXBC169H68	HP
8407	A105C	Printer	E82540	CNC1M2W073	HP
9103	A106	Printer	E55040	JPBCQ5Q0RJ	HP
8293	A106A	Printer	E82550	CNC1M2T0H6	HP
7677	A107	Copier	E72530	CNC1M2S07Z	HP
8390	A107	Printer	E55040	JPBCQ5Q0QD	HP
8165	A107B	Printer	M605m	CNDCK2D124	HP
8733	A107E	Printer	E40040	PHBCH08383	HP
9102	A108	Printer	E55040	JPBCQ5Q0RN	HP
8789	A108A	Printer	E40040	PHBCG12796	HP
7014	A109	Copier	E72530	CNC1LDF078	HP
8107	A109	Printer	E40040	PHBCG12856	HP
8905	A109	Printer	E50145	PHCCQ550W2	HP
7823	A109B	Printer	E40040	PHBCG12866	HP
8777	A109C	Printer	E40040	PHBCH11860	HP
9003	A109E	Printer	E55040	JPBCQ5Q0QY	HP
7252	A109F	Printer	E40040	PHBCG12865	HP
8119	A109H	Printer	E40040	PHBCG12864	HP
9157	A109K	Printer	E40040	PHBCG12870	HP
7849	A109M	Printer	E40040	PHBCG12862	HP
7947	A109N	Printer	E50145	PHCCQ550RZ	HP
8608	A110	Printer	E40040	PHBCG12857	HP
7957	A111B	Copier	E72530	CNC1LDF032	HP
5478	A111B	Printer	P3015	VNBCB3C0LQ	HP
6212	A111B	Printer	4250n	CNBXD17087	HP
7007	A113	Copier	E72530	CNC1M2T06H	HP
9059	A113	Printer	E55040	JPBCQ5Q0RL	HP
7887	A113-1	Printer	E40040	PHBCG12859	HP
5082	A113-3	Printer	E40040	PHBCG13036	HP
9154	A113A	Printer	E40040	PHBCG10410	HP

7772	A113B	Printer	E40040	PHBCG12860	HP
8766	A115	Printer	E40040	PHBCG12858	HP
8584	ASVRRM	Printer	E40040	PHBCG12849	HP
9039	C102	Printer	E55040	JPBCQ5Q0RG	HP
8223	C203	Copier	E77830	CNB1LB840V	HP
8588	C303	Printer	E40040	PHBCH11853	HP
9132	C307	Printer	E40040	PHBCG12871	HP
8983	CA100	Printer	AS-650	100048696	HP
8580	CA103	Copier	E72530	CNC1LDG008	HP
9002	CA120	Printer	E55040	JPBCQ8J0N8	HP
7170	FHLBY	Copier	E77830	CNB1LB8425	HP
9134	H100	Printer	E55040	JPBCQ5Q0RQ	HP
9273	H200B	Printer	E60065	CNMCKDW0WH	HP
8258	H203A	Printer	M570dn	CNCKM3D0P1	HP
8169	H305A	Copier	E72530	CNC1LDG006	HP
9250	KPAC123	Printer	M4545dn	VNB3K37581	HP
7620	KPAC142	Copier	E82540	CNC1M2V0HP	HP
7670	MAINT	Printer	M521dn	CNDKM2K7N1	HP
8372	MAINT	Printer	E55040	JPBCQ5Q0RX	HP
9158	RC101	Printer	E40040	PHBCG12874	HP
8742	RC102	Printer	E55040	JPBCN7Z1WQ	HP
8997	RC102	Printer	M527	MXCCL3G1NK	HP
9150	RC113	Printer	E40040	PHBCG12875	HP
8483	RC116	Printer	M521dn	CNDKM2K7R1	HP
9004	S103	Printer	E55040	JPBCQ8J0LF	HP
7930	S106	Copier	E82560	CNC1M2V0HF	HP
7040	S200	Printer	M521dn	CNDKM2K7TY	HP
9001	S203	Printer	E40040	PHBCG12878	HP
9049	S207	Printer	E55040	JPBCQ8J0NH	HP
8054	SUBKSTR	Printer	M521dn	CNDKM2K7Q5	HP
8261	SUBKSTR	Printer	E40040	PHBCG12869	HP
9172	SUBKSTR	Printer	E40040	PHBCG12854	HP
9223	SUBKSTR	Printer	E47528	CNCRQBK664	HP
7676	W110	Copier	E77830	CNB1LB841Z	HP
8726	W111	Printer	E40040	PHBCH09048	HP
9122	W117	Printer	E40040	CNGXD12880	HP
9127	W117	Printer	E40040	PHBCG12879	HP
9120	W121	Printer	E40040	PHBCG14607	HP
7202	W202	Copier	E77830	CNB1LB842W	HP
9054	W202	Printer	E55040	JPKAD37476	HP
8967	W203	Printer	E40040	PHBCG12877	HP
8332	W206A	Printer	E55040	JPBCQ5Q0RV	HP
8123	W308	Copier	E72530	CNC1LDF05Z	HP
9123	W308A	Printer	E47528	CNCRQ6N07S	HP