

City Of Norcross

Request for Proposal



Managed Print Services

IT-MPS

Date Issued: August 3rd, 2010

Date Due: September 2nd, 2010

Change done on: August 10th, 2010

To see changes go to last page.

Section I - Introduction

Purpose for RFP: City of Norcross is interested in contracting with a Manage Print Services vendor to provide a managed print solution. The offering will provide a reliable print service that includes equipment, supplies (ink and toner) service, and provides visibility and reporting for the City of Norcross along with other value added service one might offer. The solution would provide an inventory of toner on site, *providing a 3-4 standard print environment*, and service for all print devices (excluding existing copiers) including help desk support, technical support and onsite repair. The ideal solution would provide a Universal Print Queue system and simple *AD managing solution* or similar qualities providing specific user management for managing who prints what where and what.

A. Introduction:

Brief Project Overview:

The City of Norcross currently has no contracts for managed print services and looking for available vendors that meet the need for the City of Norcross' printing needs. We have 7 departments ranging from General Government Administration, Police, Court, Community Development, IT, Public Works and Utilities. We would need services for all departments not copiers.

We believe by going to a managed print solution, it would further our productivity and reliability as well as reduce our footprint on the environment by reducing paper usage and flow among other things and make Norcross a greener city. Further, such a program would allow the City of Norcross to manage the print infrastructure making it easier to monitor and improve cost performance and improve the functionality of document generation and use.

B. Current Print Environment:

- The city generates approximately 65,000 pages a month
 - 34,000 images were generated on 7 copiers dispersed throughout the city's fleet
 - The balance or 31,000 images were generated using the current print fleet. Of those images, approximately 22,000 were black and white images and 9,000 were color.
- The city's print fleet consists of approximately 100 devices, including copiers, network printers, local printers, fax machines, and other misc. print devices. At this time we are not looking to keep these devices and we do not need bidding on managing these devices. We are looking replacing these devices with smart technology.

The city seeks to entertain a variety of solutions that will upgrade its fleet as well as allow the city to consider future document management solutions going forward.

C. Purpose:

City of Norcross Managed print services goals and objectives:

- Provide a one vendor solution to manage all department print needs.
- Have an available list of MFP, color printers, all equipped with duplex capabilities throughout the city's departments.
- Provide regular ongoing training class for any and all employees to maximize the use and investment in equipment being proposed.
- The ability for department heads to see and manage the cost of printing throughout their department and usage reports for auditing (who is printing what where and how much did it cost)
- Year end, we want a cost analysis that provides a detail report with total cost, department costs, and performance review city wide along with recommendations to improve operations and reduce costs further.
- At end of contract period the city will not own any equipment.
- A complete solution for a universal print queue with the use of PIN numbers, fobs or cards or other similar solutions to print to any approachable print device.

D. Contract Term:

Contract length will be no less than 3 years and no more than 4 years. On the last 3-6 months, if the city wants to move to extending the contract out up to but not limited to 3 more years then we hold the ability to do so. Any additional years added automatically by Vendor will not be accepted.

E. Technical Environment:

Network Environment:

- Cat5e throughout the Building running with 1000Mb/s
- Fiber runs from central building to satellite buildings

Workstations:

- Windows 7 and a mix of XP
- Print Server is Microsoft Server 2008 SP2

F. Proposal Contact Information: For questions regarding this RFP please contact:

James Beagle
IT Manager
manageprint@norcrossga.net
404-274-1858
770-242-0824

G. Proposal Submission Information: All proposals must be in and received no later than 16:00 local time (4:00 pm.) on September 2nd, 2010. That would include all sections of this RFP and Scope of Work, detailed Planning with est. dates and a breakdown of each cost in the project.

Mark Envelope with the following: IT-MPS, Manage Print RFP Package

Please submit one (1) original, three (3) copies, and one (1) electronic copy on a CD-Rom or USB thumb drive device. The electronic copy shall be submitted in PDF format. The proposal

containing the original signatures should be clearly marked "Original." All responses must be submitted in the form set forth in this RFP, sealed and delivered to:

City Of Norcross
James Beagle
IT Department
65 Lawrenceville St
Norcross, Ga 30071

All proposals received after the deadline will be considered non-responsive. No faxed or emailed proposals will be accepted.

Section II – Proposal Format and Evaluation Process

A. To simplify the evaluation process, the Vendor's proposal shall be submitted in the format outlined below:

- 1. Letter of Transmittal** – The proposal letter shall be addressed to the Contact listed and shall include the complete name of the firm or person(s) submitting the proposal, the main office address, primary contact person's name, title, telephone number, email as well as a signature of representative legally authorized to bind the proposal.
- 2. Table of Contents** – Clearly defined sections and pages numbered.
- 3. Executive Summary** – A summary of the proposal stating the proposer's understanding of the requested system and highlights of the proposed solution.
- 4. Vendor Profile and Qualifications** – Include vendor and executive information, including management team, resumes and qualifications of key staff that would be assigned to the implementation of the solution.
- 5. Experience** – Provide a description of local government experience especially relevant and similar managed print services and projects. If no local government experience is available, please provide other relevant services experience.
- 6. References** – Provide at least three (3) references of current clients of similar scope with the proposal. Include name, title, address, phone number and email of contact person. Please include clients that are from closest to the City of Norcross.
- 7. Software Description** – Provide a detail description of any installed software, where it is to be installed its requirements and so on including necessary training and an overview of the advantages and features of the software.
- 8. Technical Requirements** – All hardware requirements, system software, and application requirements must be listed.
- 9. Response to the Questions** – Responses to Section III of the RFP must be provided in this section of the Vendors Proposal. Vendors should answer each part of this section with details.
- 10. Implementation Services/Scope of Work** – Provide a sample project management plan including reasonable target dates. This section must also outline key activities, work products and assumptions. Each response must include items from section 4 addressing each outline.
- 11. Training** – Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated time-frame and deliverables for each stage of the project and training documentation provided. Please include any required certification if necessary.
- 12. Support and Maintenance** – Provide a detail listing of what it means to have yearly support for both end-users and for administrators (back-office, IT) support. Please provide the routine for placing service and maintenance requests, service level expectations and time frames for each level of support. Please include time frames for parts ordering, replacement or loaner devices

and when service can't be rendered within the expected service level. Please provide in detail of what your company is responsible for and what the City of Norcross is responsible for doing.

13. Cost Proposal – Please provide costs for licensing, maintenance, training and any additional services.

14. Addenda Acknowledgements – If revisions become necessary, these addenda will be available by Mail to the City of Norcross, Attn: James Beagle, 65 Lawrenceville St, Norcross, GA 30071. Vendors must acknowledge receipt of all addenda issued.

15. Information about the Company/ Company Background – Please include information about Company history and how the company got started in the business. Please provide financial information on your company's financial health and stability, ensuring service and service levels can be provided over a multi-year contract.

16. Additional Information – Please provide any other information you feel is important for consideration in our evaluation of proposals.

B. Inquiries/Clarifications/Questions – Questions regarding this RFP **must** be via email only and only to manageprint@norcrossga.net and received no later than 17:00 (5:00pm.) on July 15th, 2010. Please direct all correspondence to City of Norcross, IT Manager, James Beagle, manageprint@norcrossga.net and the subject line put "Manage Print RFP". Responses will be communicated via email to all recipients of this RFP. Inquiries received after the stated date and time will not be accepted and receive no response.

C. Confidential Material – Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable in the Open Records Act.

D. Anticipated Schedule of Events:

Event	Date
Release RFP to Vendors	August 3 rd , 2010
Deadline for Vendor Questions	August 31 st , 2010
Proposals Due	September 2 nd , 2010
Final 1 or 2 Vendors Notified	September 7 th , 2010
Vendor Reference Checks	September 15 th
Finalists Notified	September 17 th , 2010
Contract Review and Negotiation	October 4 th , 2010

E. Proposal Evaluation and Selection Process

Following the submission deadline, a selection committee will evaluate all responses and short-list the proposing vendors. Responders will be notified and finalists will be invited to present demonstrations to our staff. After all demonstrations are completed, the selection committee shall reconvene to either make a decision or to request further information.

The selection committee will then make recommendations regarding the selection and request authorization to enter into a contract with the approved vendor. The committee reserves the right to

accept/reject any or all proposals. Submission of a proposal indicates acceptance of the conditions contained in the RFP and an agreement to negotiate a contract for services. An award can be made on the basis of greatest benefit and not necessarily the lowest cost option.

Section III –Response to Questions

Please complete the following questions to assist the City of Norcross in determining an appropriate vendor. Please be complete and detailed in every response.

Proposal Information

Each proposal should contain the following.

- Detail of devices recommended, their make and model, new, rebuilt or used. Please include the devices recommended monthly volumes. Maximum duty cycle is not acceptable. Please also highlight print speeds for normal or letter (A4 format) output.
 - All proposals will include all shipping, handling, installation, special circumstance and any other ancillary charge.
 - If training is required or offered, please detail what is included in the training, how long training will last, any associated cost if not incorporated in the proposal and what training will cover. Please also detail any additional training provided over the length of the agreement, the frequency of training and any additional cost to the City of Norcross.
 - Include the manufactures specification sheet for each proposed device.
 - Attach in this RFP a demo sheet from each proposed device to see quality of print.

Financial Information about the Proposal

If providing a cost per page solution, please provide details about the offer. Include the following:

- Minimum page or image volumes
- The anticipate cost per image, for black and color.
- Overage or underage charges and costs.
- Detail how the account is reconciled.
- Any other ancillary or service charge.
- Please include detail on what is not included in these costs that the city may incur, excluding paper usage
- Please provide an estimated monthly cost to the City of Norcross as well as the total cost of the contract.

Administration and Proposal Process Information

To ensure the viability of our print network, please explain how the following supply and or service needs are met and handled. In other words, who does what and what if any additional cost are incurred by the City of Norcross as well as what that costs are?

- Supply
 - How will you ensure toner or ink are available and ready to be deployed for our print devices.
 - What is the process for getting and having supply and what is the anticipated time of delivery of supply.
 - Who owns any unused and unopened supply acquired from your organization?

- What is the process of ensuring I have enough supply for large unexpected print needs?
- Service - Please detail how you will handle the call, what process you will use, who does what and so on.
 - What is the process of reporting a service issue?
 - Who does the end-user contact and how do they know?
 - Are you providing any sort of first alert or proactive solution or system?
 - If you deploy a multi-level response, please explain your triage support along with times and call escalations
 - Please provide detail on time periods before escalations and service level (SLA's) expectations and resolution.
 - Do you utilize web based help desk ticketing solutions and/or visibility to call status and resolution support? If so, please explain your system. If not, what is the process for checking the status of a call? Do you provide any regular report measuring responses to service level expectations?
 - Technicians and Service Support Personnel requests
 - Please include the number of certified of technicians, their average tenure with your organization as well as safeguards deployed to ensure qualified and competent people work among other City of Norcross team members within a 50 mile radius of the City of Norcross.
 - Please include a current copy of insurance and or any bond against damage or injury while on city premises.
 - Please highlight the manufacturers your technicians are certified to repair.
 - Do you subcontract support?
 - If so, please detail how you monitor and control who works on our equipment? What selection criteria do you use to select your service partners?
 - Include a copy of any subcontractor's insurance certificate that may be deployed at the City of Norcross as well.

Printer and MFP end of life and consumable waste and recycle program

- Please provide any programs you offer along with their costs to assist the city in their disposal of printer assets.
 - Does your program meet any state, federal or other standard program?
 - Please provide a sample report of what you measure and how you verify compliance.
- Do you practice a zero land fill program or other sustainability program? Please describe your program.
 - Does your program meet the Federal Guidelines of recycle and or re-use? If not, what standards do you have and what measurement tools do you deploy to ensure compliance?
- How do you ensure confidential information about the city, its data and or its citizen's it serves are removed from the memory or other parts from these devices?

Future States and Technology

Please provide information about future product improvements.

- Who is responsible for future product improvements such as firmware upgrades and solutions?
- How does the city acquire any software upgrades and who ensures that it is deployed properly?
- When would upgrades be made available to the City of Norcross and how do you ensure we receive the upgrade?
- As the face of the City of Norcross changes, what is the process deployed to determine that the right assets are deployed in the right places? What training services if any are offered through the life of the agreement and what are the costs if any?
- What is the process of either retiring an asset before the contract ends or adding assets?

Traditional or other solutions

If offering either traditional acquisition methods or other types of financial solutions other than “a cost per page (or image)” model or some sort of combination of both for our network print solutions, please include the following.

- Cost of the equipment – including accessories, document solutions software, shipping, handling, installation, software uploads and any and all ancillary charges with acquiring and getting the solution operational. Who is responsible for what? Note – the City of Norcross is tax exempt.
- Cost of the supplies
 - Include the cost of your toner(s) and ink(s). Please specify whether these are from the original equipment manufacturer (OEM), rebuilt and remanufactured.
 - If your organization is offering non OEM products, please provide any written guarantee or warranty and the process to either replace faulty toner or ink and or how devices are repaired or serviced. Also please provide detail information on the process for making a claim.
 - Include the number of pages the cassette will yield using standard yield measurements as used by Hewlett-Packard, Lexmark, Brother or similar methods. Please specify whose standard you are using if not these and whether your products have been independently tested and by who to verify totals.
- Cost of service and parts
 - Please detail what your hourly service costs are, including costs for drive time and how you measure and monitor.
 - Please provide a list of common parts and their pricing for the devices you are recommending or supporting along with costs.
 - Please specify whether these are OEM or other. If they are not OEM, please provide any written guarantee or warranty and the process to either replace faulty parts and or how devices are repaired or serviced and any financial responsibilities for the City of Norcross. Also please provide detail information on the process for making a claim.
 - Please provide information on any background and substance abuse procedures you deploy to ensure the safety and security of the City of Norcross’s personnel.

- Please provide a list of 5 customers you are currently servicing under a long term agreement, with the name of the organization, the contact person, their number and email address.
- Please also comply with any service and support requests not mentioned here but are mentioned in the managed print portion of the request.
- Please provide an estimated monthly cost to the City of Norcross as well as an estimated cost and time frame for the length of the proposed agreement.

Additional Information

Contract management and reporting – please provide information about how you can assist the city in the ongoing management of our print environment, measurement tools and tracking and how you can assist the City of Norcross as our needs for document generation change with time and technology. Do you deploy continuous improvement programs and processes within your organization and or offer additional cost savings as they come available.

The scope of this agreement focuses on the deployment of printers, both network and local. Though a very small percentage, the City of Norcross also has a number of impact and thermal receipt printers as well as a number of larger plotters listed in the asset list. Please list any solutions to support, service and supply these separately if you wish to include them.

Please include the name of three current clients that use your services for these devices. If offering a managed print solution, please use three organizations that currently use your services for these solutions. Include the contact person, their email address and phone number for reference.

Also, please provide a brief narrative about your organization, how long you have been in business, the services products and solutions you offer and how long you have been providing the solutions and programs offered to the City of Norcross. Also, please describe why you believe your offer is in the best interest of the City of Norcross and the value you exclusively bring.

Legend for Completing the following Requirements

- S = Standard functionality out-of-the-box
- M = Modification required (i.e. standard script or other work-around)
- C = Requires customization to the base code/API
- N = Unable to provide this feature

Request	S	M	C	N	Comments
General Functionality					
1. Windows 7, Windows Vista compatible.					***must be***
2. Microsoft Office 2007 compatible.					
3. Microsoft Server 2008 compatible.					
4. IPV6 compatible.					
5. Vendor must have a proven track record of being in business for more than 12 years.					

Section IV – Additional Response Specifications

5.1 Terms of the contract

City of Norcross is looking for a managed services contract. It is required that in this contract City of Norcross will not own any equipment during or at the end of the contract. Thus City of Norcross considers the equipment as a rental.

5.2 Cost

All costs need to be broken down in price per sheet. City of Norcross desires that costs be broken down by color and black and white. Any and all costs need to be in this price per sheet. No response that has an alternative pricing scheme will be accepted. Reasonable minimum sheet counts of black and white will be allowed in the responses.

5.3 Service and Support

Service response times shall be as follows:

2 hours on primary machines in the building when the device will not function at all. These devices will constitute a primary copier in each building. The 2 hour requirement is calculated from the time the first phone call is made for support to the vendor until there is the appropriately trained technician is on site.

4 hour response on issues that are not the primary machine in the building or a error with a primary device that still allows the device to function. The 4 hour requirement is calculated from the time the first phone call is made for support to the vendor until there is the appropriately trained technician is on site.

Regular maintenance will be at the discretion of the vendor as long as it does not cause the equipment to cease working.

If the vendor has 3 violations of the service and support specification listed above, then City of Norcross has the right to cancel the contract.

5.4 Reporting of usage

The vendor will provide the functionality to produce reports on each staff member's use of the equipment in the contract.

5.5 Data Access for management of the service

City of Norcross staff will make reasonable accommodations to allow access to the vendor to specific equipment in the district for the purpose of managing this contract. Any intrusions in to the network due to the neglect of the vendor will be the sole responsibility of the vendor including damages.

5.6 Usage Limits

The vendor will provide a mechanism to limit a user's ability to print or copy when a monthly quota has been reached.

5.7 Toner and Consumables

All toner and other consumables will be included in the contract price. The will not be allowed any additional cost for consumables or toner. The vendor will provide an extra toner cartridge for each model of device in each building to be stored in that building. Also the vendor will provide a means of recycling used consumables at no additional cost to City of Norcross.

5.8 Maintenance and Repair

All maintenance and repair and the parts for the-a-fore mentioned work shall be part of the contracted price. City of Norcross will not accept or allow any contract that charges an additional fee for maintenance, repair or parts.

5.9 Document Management System Access

Main copies and secondary copier in this contract shall have the ability to access a centralized document management system from the copier's panel. The documents management system can be a vendor specific product. Please see Addendum 1 for specifications to submit pricing for this optional component of the contract.

5.9 Delivery and Setup

The vendor will be responsible for the delivery, unpacking and setup of the equipment. The vendor will also dispose of any and all packing materials. If needed, the vendor will also aid the City of Norcross technology staff in the network integration of the equipment in to the network. The vendor will coordinate with the City of Norcross technology department for access to buildings and placement of the equipment.

5.10 Temporary Replacement

The vendor shall provide a temporary replacement of any equipment that is in an unusable state for longer than 12 business hours. If the temporary replacement is below the original specifications a written acceptance from City of Norcross will be required. Below spec equipment will only RFP – Managed Print and Copier Services 14 be in service a maximum of 30 days before the original equipment or a true spec replacement is placed.

Section IV – Additional Information

Questions/Additional Requirements:

Right to Cancel – The City of Norcross reserves the right to change any aspect of, terminate, or delay this RFP, the RFP process and/or the program which is outlined within this RFP at any time, and notice shall be given in a timely manner thereafter.

No Award – Recipients of this RFP are advised that nothing stated herein, or any part thereof, or any communication during the evaluation and selection process, shall be construed as constituting, offering or awarding a contract, representation or agreement of any kind.

Not Liable for Costs – The City of Norcross is not liable and will not be responsible for any costs incurred by any vendor(s) for the preparation and delivery of the RFP responses, nor will we be liable for any costs incurred prior to the execution of an agreement, including but not limited to, presentations by RFP finalists.

Property of the City – Responses to this RFP will become the property of the City of Norcross, and will form the basis of negotiations of an agreement with the apparent successful vendor.

Waiver of Irregularities – The City of Norcross reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.

No Obligation to Buy – The City of Norcross reserves the right to reject any or all proposals at any time without penalty and from contracting with any vendor. The release of this RFP does not convey the initiation of a purchase.

Withdrawal of Proposals – Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Errors in Proposal – The City of Norcross will not be liable for any errors in vendor proposals. Vendors will not be allowed to alter proposal documents after the deadline for proposal submission.

Corrections or amendments due to errors identified in the vendor's Proposal may be accepted if this type of correction or amendment is due to typing, transposition or any other obvious errors. Vendors are liable for all errors or omissions contained in their proposals.

After opening and reading proposals, they will be checked for correctness. If, after the opening and tabulation of proposals, a vendor claims error and requests to be relieved of award, s/he will be required to promptly present certified work sheets. The RFP contact will review the work sheets and if the RFP Contact is convinced, by clear and convincing evidence, that an honest, mathematically excusable error or critical omission of costs has been made, the vendor may be relieved his/her proposal.

**Additional Information:
Added: 8/10/2010 7:10 a.m.**

List of printers in office areas:

1. Black and White MFP: Laser
 - a. Cash Collections offices
 - b. Police Dispatch
 - c. Officers Room (quarterdeck)
 - d. Court Offices
2. Basic black and White printer: Laser
 - a. GGA Directors office
 - b. Clerk of Court
 - c. Utilities Coordinator
 - d. Public Works Director
 - e. Dispatch Desk
 - f. Code Enforcement Work Center
 - g. Special Task Force Capt. Office
3. Color MFP: Laser
 - a. Public Works Building
 - b. Chief's Secretary
 - c. Community Development Work Center
 - d. Detective's Hallway
 - e.