



Intent

The City of Arlington is seeking a qualified company to deliver managed print services that includes printers and copiers located in departments and public spaces.

This contract includes the management of the fleet of copiers and printers utilized within the City of Arlington also referred to as “convenience copiers”.

The city is interested in obtaining a turnkey solution that would offer the overall best value to meet the organizations’ needs to print, copy, scan, and send and receive faxes. Consideration will need to be given to the confidential nature of some documents and solutions to allow them to be printed to a shared machine.

Goals

- Migration or alteration within the City of all the convenience copiers to obtain the most cost-effective method for printing within the organizations.
- Implement a structured managed print service for the city that will reduce printing, consolidate fleet, and lower costs for all city printers/copiers.
- Continuation/Improvement of best practices through consolidating printing, controlling the cost of printing and eliminating waste.

Printers and Copiers

The City’s printing and copying functions have a divided responsibility between the multiple departments and varying degrees of autonomy is granted to departments in determining when new machines are needed.

The Document Services Division manages the purchase, rental, and lease of copiers and multi-function machines which can copy, print and scan. These are located in departments throughout the organization, as well as copy/printing paper ordering for departments. The awarded vendor will be responsible for the maintenance of these machines through lease agreements or maintenance contracts.

The Information Technology Department is responsible for the oversight of the networked printers located throughout the organization. Network maintenance and programming for these machines is handled by Information Technology staff, although the purchase of the printers is solely at the discretion of departments.



Individual employees also have local printers attached to their desk top computers. These machines are not overseen by any division of the organization other than the user. Maintenance of these machines are not assigned to any division and therefore repairs can be sporadic and difficult to secure.

The city is interested in proposals which will maximize the efficiency and decrease the operating costs of their current fleet of printing and copying machines and a plan to transition the organizations into a fleet which will further improve efficiency and cost savings.

The organization is also interested in strategies which can be implemented to reduce the printing and copying of paper documents and increase the use of electronic document formats. All proposals will need to be compatible with this goal to move towards electronic documents and away from paper documents.

Solution Requirements

The city is interested in a solution that will manage both printer and copier fleets utilized by employees in all buildings.

The details of the total fleet of printers and copiers is included in Exhibit 1. The city is seeking a reduction in present and future costs as well as a reduced use of resources including paper, electricity, and other printing supplies. It is expected that the solution will supply tools to convert and redirect output of existing printers in order to reduce reliance on expensive local and ink jet printers.

Proposals shall include a plan to transition current fleet, which includes leased, and owned machines of a variety of makes and models, both networked and non-networked, into a system which selects, and places machines based on the needs of the surrounding employees.

The City's current agreement expires at the end of the calendar year. Proposals that can meet this implementation timeline will receive added value to their score in this criteria.

Hours of Service: Vendors shall provide on-site employee to house and service during normal operating hours. Monday through Friday: 8:00a.m. to 5:00p.m. A two-hour response time period is required on all service calls.

Other requirements include:

- Contractor is responsible for assisting the City in maintaining confidentiality, security of documents and information that pass through proposed hardware.
- Device management software to configure, manage, monitor, and report on multifunction devices.
- Vendor is to provide a monthly report detailing service calls by machine, location, source/type of problem and a plan to resolve persistent problems.



- Provision of a backup printing option for all users within reasonable distance (same floor or division as appropriate)
- Rapid response technical support with plans for multiple and simultaneous malfunctions
- Daily, on-site support for machines which could include routine maintenance and refilling toner
- Supply of all materials required for operation of convenience copiers and printers with toner, ink and other supplies.
- Ability to implement on an organization-wide basis certain resource saving options such as two sided, black and white printing, and low ink use fonts.
- Software upgrades and changes: The vendor shall be responsible for providing the most current versions of all operating firmware, software, print drivers, spoolers, and print languages including PCL and Adobe® PostScript® and Windows and Mac at no additional cost to the City. The vendor is responsible for providing certified network and technical support to ensure compatibility with the City systems, network protocols, cybersecurity requirements and operating procedures.

Equipment requirements:

- Vendor is responsible for providing a print management software solution compatible with their equipment.
- Print drivers and firmware shall be upgraded at no expense to the City as required to maintain compatibility with upgraded operating systems.
- Integration with Windows Active Directory for user identification and email address lookup.

Innovation

The city is interested in an agreement that includes more organizations that can further take advantage of the economies of scale. That portion of the proposal should include some financial consideration should additional organizations join the agreement. Specifics on such financial consideration can be discussed during final contract negotiations.