

GREENSBORO HOUSING AUTHORITY

REQUEST FOR PROPOSALS

FOR

MANAGED PRINT SERVICES

JUNE 2012

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Introduction

The Greensboro Housing Authority (GHA) is a large Public Housing Authority (PHA) serving the housing needs of lower income residents of the City of Greensboro, North Carolina. The public housing program includes 2,203 units owned and managed by GHA and 191 mixed finance units. These 2,394 units house approximately 5,500 family members in 25 locations throughout the city. In addition, GHA administers the Housing Choice Voucher Program (HCVP) consisting of over 3,300 vouchers. The GHA employs a staff of 117 to administer housing programs and has implemented HUD's asset management model.

GHA seeks proposals from qualified contractors to provide Managed Print Services for all printers and copiers. GHA intends to issue a contract for the period **August 1, 2012 through July 31, 2015** with the **OPTION** of two one-year extensions. Based on the evaluation criteria a contract will be awarded.

Scope of Services

GHA is seeking a Managed Print Services vendor to provide a managed print solution for all agency printers and copiers resources. The successful proposer will provide a reliable print service that includes all necessary equipment (delivery & installation), supplies (except paper) services, maintenance and repair and reporting. The solution would also provide an inventory supplies onsite, services for all printers and copiers including help-desk support, technical support and onsite repair. Services will be needed for all GHA business locations, which currently include only Guilford County, NC.

The purpose and goal of this service is as follows:

- Consolidation of the management and procurement of printers and copiers equipment, supplies and maintenance.
- Provide a one-vendor solution to manage all of GHA's print & copier needs.
- Provide and maintain a listing of all printers and copiers resources and capabilities (color, duplex, etc.) throughout GHA.
- Provide ongoing training for GHA employees to maximize use of equipment.
- Provide an environment to better manage our print infrastructure making it easier to monitor and improve cost performance agency wide and at the department level.
- Establish a cost analysis that provides a detail report on costs by agency, department and equipment.
- Improve the quality and control of printing functions provided to GHA and its staff.

- Reduce the cost of printer/document management and output.
- Enhance productivity and reliability.
- Improve the functionality of document generation and use.
- At the end of the contract GHA will not own any equipment.
- The solution will establish the use of PIN numbers, FOBs or print cards or other means to print to any print device.
- Reduce paper usage.

Current Print Environment:

GHA generates an average of approximately 240,150 mono pages a month and 4,760 color pages a month with approximately 82 printer/copier devices including copiers, network printers, local printers, fax machines and other miscellaneous print devices. All devices are owned by GHA with the exception of the ones note as under lease. This information is provided in Attachment 1.

Using the selected Managed Print Services GHA plans to replace these devices where necessary to improve performance and efficiency with smart technology.

GHA will also consider solutions that will upgrade our printer capacity as well as allow consideration for future document management solutions going forward.

Contract Term:

As stated above, GHA intends to issue a contract for the period **August 1, 2012 through July 31, 2015, with the option of two one-year extensions through July 31, 2017.**

Technical Environment:

GHA has 11 locations throughout the city via metro Ethernet fiber optic connections to the Administrative office located at 450 N. Church Street. These locations are:

- Central Office, 450 N. Church Street, Greensboro, NC
- 1300 Ogden Street: Assisted Housing Department & Hampton Homes Property Manager's office and maintenance building
- Claremont Courts, 2702 Patio Place, Greensboro, NC
- Gateway Plaza, 200 Spring Garden Street, Greensboro, NC
- Hall Towers, 2314 North Church Street, Greensboro, NC
- Hampton Homes, 1300 Ogden Street, Greensboro, NC
- Hickory Trails, 4223 Romaine Street, Greensboro, NC
- Lakespring, 4B Lakespring Court, Greensboro, NC
- Ray Warren Homes, 1306 East Lee Street, Greensboro, NC
- Smith Homes, 707 West Florida Street, Greensboro, NC
- Stoneridge, 3805 Overland Heights, Greensboro, NC

Most Wide Area Network (WAN) connections are through Cisco Catalyst 3560 or 3750 series routers. Most Local Area Network (LAN) connectivity is via Cisco Catalyst series switches, with occasional 8 or 12 port switches used to extend the network where cabling was unavailable. All locations operate on 100baseT or faster switches. Each location gets routed back to the central office where our file and printer servers are located.

A Microsoft Exchange Server provides agency wide email. Desktop O/S is currently Windows XP/7; three servers are running Windows Sever 2003, are three are running 2008r2. GHA uses a Windows Print Server via Windows Server 2003 to provide connection to the network for printers.

GHA servers run on 2 Dell rack servers with 32 GBs of RAM and 292 GBs of disc space each. Running on these physical servers, which mirror each other, are 5 virtual servers that serve various tasks for our network, file and print servers and an HR application. We have a Coraid backup and storage system with 7 TBs of space.

Responding vendors must address compatibility with GHA's current data network environment. If modifications, enhancements, or equipment additions are needed, the vendor must include all required equipment changes and additions as part of their proposal.

Instructions and Notice for Proposers

1. General

The instructions below provide guidance for the preparation and submission of proposals. Their purpose is to establish the requirements; format and content of proposals so that proposals are complete, contain all essential information and can be evaluated fairly. The following represents the extent of the instructions and conditions:

2. Inquiries

Inquiries concerning the RFP should be submitted in writing to the issuing office:

Greensboro Housing Authority
450 North Church Street
Greensboro, North Carolina 27401
Attention: Robert Lawler, Vice President for Administration
(336) 303-3129, or rlawler@gha-nc.org

3. Submission Date

Proposals shall be submitted in original and three (3) copies to enable the Evaluation Committee to thoroughly evaluate the proposal and to arrive at a sound determination as to whether or not the proposer can meet the requirements set forth in this RFP. Proposals shall be submitted in sealed envelopes and marked "Managed Print Services". All proposals shall be received **no later than 2:00 p.m.**, local time, on **July 18, 2012** and submitted to the address identified in paragraph 2.1. above.

Faxed or emailed proposals shall not be accepted. All proposals shall be valid for 90 days.

Pre-Proposal Conference and Site Visit GHA staff **will not** conduct a pre-proposal conference concerning Managed Print Services

1. **Proposal Format:** All proposal information must be submitted the following format:
 - A. **Letter of Transmittal** – The proposal letter shall be addressed to the Contact listed above herein 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, and email and as well as a signature of a representative legally authorized to bind the proposal.
 - B. **Executive Summary** – A summary of the proposal stating the proposer’s understanding of the requested system and highlights of the proposed solution.
 - C. **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.
 - D. **Experience** – Provide a description of company’s experience relevant to managed print services and projects. Service experience with organization with multiple locations should be specified.
 - E. **References** – Provide at least three (3) references of current clients of similar scope with the proposal. Include name, title, and address, and phone number, email of contact person and date of service/contract.
 - F. **Software Description** – Provide a detail description of any installed software, where it is to be installed, its requirements, and other relevant information including necessary training and an overview of the advantages and features of the software.
 - G. **Technical Requirements** – All hardware requirements, system software, and application requirements must be listed.
 - H. **Response to the Questions** – Responses to Section O. Administration below of the RFP must be provided in this section of the Vendors Proposal. Vendors should answer each part of this section with details.
 - I. **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.
 - J. **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.

K. Support and Maintenance – Provide a detail listing of what it means to have yearly support for both end-users and for administrators 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 what your company will be responsible for and what will be GHA's responsibility.**

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

M. Information on Devices -

- Detail of devices recommended, their make and model, new, rebuilt or used. Please include the devices recommended monthly volumes.
 - All proposals will include all costs associated with the purchase, lease, shipping, handling, installation, special circumstance and any other ancillary cost of devices.
 - 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 GHA.
 - Include the manufactures specification sheet for each proposed device.
 - State recommendations for any of GHA's current devices owned and/or under lease.
 - Include recommendations on "large format copy/scanners/printers" with a minimum print/scan size of 44".

N. 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 mono and color.
- Overage or underage charges and costs, if appropriate.
- Detail how the account is reconciled.
- Any other ancillary or service charge.
- Provide detail on what is not included in these costs that GHA may incur, excluding paper usage.
- Provide an estimated monthly cost to GHA as well as the total cost of the contract.

- If third party leasing is involved please provide detail, including costs/fees.
- Provide costs for licensing, maintenance, training and any additional services.
- Provide an estimated monthly cost to the GHA as well as an estimated cost and time frame for the length of the proposed agreement.
- Include any annual increases and/or escalation clauses.

O. Administration

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 costs are incurred by GHA, as well as an estimate of what those 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 delivered onsite to GHA from your company?
 - What is the process of ensuring enough supply for large unexpected print needs?
- Service - Please detail how you will handle the call, what process you will use, and who does what.
 - What is the process of reporting a service issue?
 - 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 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
 - Include the number of certified of technicians and their average tenure with your company as well as safeguards deployed to ensure qualified and competent staff with your company.
 - Include a current copy of insurance and or any bond against damage or injury while on GHA premises (see Section 7 - Insurance below for requirements).

- 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 Greensboro Housing Authority as well.

P. Future States and Technology

Please provide information about future product improvements.

- Who is responsible for future product improvements and solutions?
- How does GHA acquire any software upgrades and who ensures that it is deployed properly?
- When would upgrades be made available to GHA and how do you ensure we receive the upgrade?
- As the face of GHA 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?

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.

2. Acknowledgment of Amendments

Proposers shall acknowledge in their proposals receipt of amendment(s) to this RFP by signing the document on the acknowledgment line of the amendment. A proposer's failure to acknowledge an amendment may result in rejection of the offer.

3. Default by Proposer

In the event of default by the successful proposer, GHA may procure the services specified from other sources. The proposer agrees to reimburse GHA for any additional costs incurred as a result of such default.

4. Awards

GHA reserves the right to cancel this RFP or to reject, in whole or in part, any and all proposals received in response to this RFP, upon its determination that such cancellation or rejection is in the best interests of GHA. GHA further reserves the right to waive any minor informality's in any proposals received if it is in the public interest to do so. The decision as to who shall receive a contract award, or whether or not an award shall be made as a result of this RFP, shall be at the absolute, sole discretion of GHA. GHA reserves the right to: a) to make award to the same bidder for all; or, b) to make award to multiple bidders.

5. **Complete and Accurate Submission**

A proposer's failure to provide accurate information in response to this RFP may disqualify the proposer from further participation in the selection process.

A proposal may be corrected, modified, or withdrawn, provided that the correction, modification, or request for withdrawal is made by the proposer in writing and is received at the place of submission prior to the date and time designated in the RFP for final receipt of proposals. After such date and time, the proposer may not change any provision of its proposal in a manner prejudicial to the interests of GHA and/or fair competition.

6. **Retention**

All proposals are the property of the Greensboro Housing Authority, shall be retained by GHA, and shall not be returned to the proposer.

7. **Insurance**

Within ten (10) days after the award of the contract and prior to the commencement of work, the Contractor shall furnish GHA with evidence showing that the following insurance is in force and will cover all operations of the contract:

- Worker's Compensation Insurance – in accordance with state law, for all employees working on the project.
- Contractors Liability in limits not less than \$100,000/\$300,000 bodily injury and \$100,000 property damage, or as required by law. This insurance should protect the Contractor against claims for personal injury, death, and damage to the property of others. This insurance shall cover the use of all equipment and vehicles on the work sites.
- Automobile Liability in limits not less than \$100,000 bodily injury and \$50,000 property damage.

All insurance shall be carried with companies that are financially responsible. If such insurance is due to expire during the contract period, the Contractor shall not permit the coverage to lapse and shall furnish evidence of coverage to GHA.

8. **Subcontractors**

- Unless otherwise stated within the RFP documents, the successful bidder may not use any subcontractors to accomplish any portion of the services described within the RFP documents or the contract without the prior written permission of the GHA.
- The subcontractor shall not enter into any sublet work assigned and contracted through the prime contractor. The prime contractor shall be responsible for the compliance by all subcontractors. A breach of this compliance may be grounds for termination of the contract

and for debarment as a contractor and subcontractor.

9 **First Time Bidders**

- . First time bidders to include a list of a minimum of three current references, license number, and the completed W-9 form.

Evaluation Process and Criteria

All proposals will be evaluated based on the evaluation criteria outlined below. The Evaluation Committee will review all proposals according to the evaluation factors and points and determine which proposals are competitive and which are noncompetitive. Those proposals determined to be competitive will be further evaluated and scored. Negotiations may be held with one or more proposers with negotiations resulting in a contract for services.

Evaluation Criteria

1. Experience of the proposer in all aspects of managed print services to companies of similar size and scope: 35 points
2. The proposer's responses provided in the proposal format and their capacity to implement this project in a timely manner: 30 points
3. Cost of Services: 25 points. Cost of services and savings to GHA. The cost will not be the sole determinant for award of contract.
4. Quality of references: 10 points

Attachment 1
 Devices Spreadsheet
 5/23/2012

Manufacturer	Model	Mono Pages Average Monthly Volume	Color Pages Average Monthly Volume	
HP	LaserJet M3027 MFP	4185	0	
LEXMARK	C532	61	0	
LEXMARK	C540	600	0	
LEXMARK	C734	10	117	
LEXMARK	E260dn	628	0	
LEXMARK	E460dw	924	0	
LEXMARK	T630	1824	0	
LEXMARK	T644	6218	0	
LEXMARK	T652	9294	0	
LEXMARK	T652	362	0	
LEXMARK	T652	10679	0	
LEXMARK	T652	526	0	
LEXMARK	T652	51	0	
LEXMARK	X264dn	541	0	
SHARP	MX-2600N	1665	1957	under lease until 02/14
SHARP	MX-M350N	6392	0	under lease until 02/14
SHARP	MX-M350N	1395	0	under lease until 02/14
SHARP	MX-M350N	3464	0	under lease until 02/14
TOSHIBA	e-STUDIO755	7184	0	under lease until 03/15
LEXMARK	Optra T610	1620	0	
LEXMARK	T640	1768	0	
TOSHIBA	e-STUDIO230	1341	0	
LEXMARK	T640	405	0	
LEXMARK	E360dn	270	0	
LEXMARK	T652	3285	0	
LEXMARK	T640	1530	0	
LEXMARK	T652	0	0	
TOSHIBA	e-STUDIO305	4005	0	
LEXMARK	T640	1350	0	
LEXMARK	E260dn	45	0	
LEXMARK	T652	4770	0	
TOSHIBA	e-STUDIO305	5400	0	
LEXMARK	T652	0	0	
TOSHIBA	e-STUDIO3530C	2475	225	under lease until 07/13
LEXMARK	T640	2070	0	
SHARP	MX-3501N	11160	192	under lease until 01/15
TOSHIBA	e-STUDIO233	1485	0	
SHARP	MX-M850	67365	0	under lease until 01/15
HP	Color LaserJet CM2320nf M	3960	125	

LEXMARK	C544	104	270
TOSHIBA	e-STUDIO2330C	3870	855
LEXMARK	T652	525	0
LEXMARK	E260dn	502	0
LEXMARK	T640	1605	0
LEXMARK	T640	8235	0
LEXMARK	T652	22680	0
LEXMARK	T630	11205	0
LEXMARK	T630	2835	0
LEXMARK	Optra T610	2880	0
LEXMARK	T640	2340	0
LEXMARK	T640	184	0
LEXMARK	T652	2070	0
HP	4250N	2319	
Konica Minolta	5650EN	381	554
LEXMARK	E260	180	
HP	4050N	36	
LEXMARK	260D	1044	
LEXMARK	240N	360	
LEXMARK	T652	1035	
LEXMARK	E234	675	
LEXMARK	E234	360	
LEXMARK	E234	225	
LEXMARK	E234	135	
LEXMARK	E234	630	
LEXMARK	260D	5	
HP	D2560 Color	200	
Canon	S750	200	
Copier Toshiba	E Studio 255	200	
LEXMARK	E260d	200	
Copier Toshiba	E Studio 230	200	
LEXMARK	C540N	254	465
LEXMARK	E260	360	
LEXMARK	T652N	200	
LEXMARK	T652	200	
LEXMARK	C540	200	
LEXMARK	E234	200	
Toshiba	E Studio 233	200	
LEXMARK	E232	200	
LEXMARK	E240n	200	
LEXMARK	T640	200	
Toshiba		200	
Totals		240,141	4,760