

**Parkland College**  
**Managed Print Services**  
**Request for Proposal (RFP)**

**October 21, 2016**

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## **1 Statement of Work**

### **1.1 Purpose**

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal outlining a plan for implementing Managed Print Services (MPS) at Parkland College. MPS is defined as management of the campus print environment, including maintenance, repair, and consumable supplies, plus acquisition/replacement of necessary devices in a manner to optimize document output. The main components are needs assessment, selective or general replacement of hardware, and the service, parts and supplies needed to operate the new and/or existing hardware. The vendor will also track how the printer, fax, copier and MFP fleet is being used, the problems, and level of satisfaction. (See the full details under “Scope of Work, Specifications & Requirements”.)

### **1.2 Coverage & Participation**

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments at Parkland College. Parkland College reserves the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

## **2 General Information**

### **2.1 Original RFP Document**

Parkland College shall retain the RFP, and all related terms and conditions, exhibits, and other attachments, in original form in an archival copy. Any modification of these, in the vendor’s submission, is grounds for immediate disqualification.

### **2.2 The Organization**

Parkland College is a two-year community college of higher education. It is a non-profit entity supported by State and local funding including student tuition and fees. Administrative offices and most records are located at 2400 West Bradley Avenue, Champaign, Illinois, 61821. The Parkland College Foundation is charged with raising funds to help promote the College’s mission including scholarships and endowments.

Parkland College serves Community College District No.505 (Parkland College) Counties of Champaign, Coles, Dewitt, Douglas, Edgar, Ford, Iroquois, Livingston, McLean, Moultrie, Piatt, Vermilion and State of Illinois

### **2.3 Existing Technology Environment**

The following is a listing of our current technology environment.

1. The goal is to determine the best use of printing resources to ensure faculty, staff and students access to the appropriate level of printing service when and where needed, and in the most efficient manner
2. The current Parkland College printer fleet consists of approximately 216 networked and 211 local stand-alone printers.
3. There are also a number of multi-function devices across campus, mainly servicing departmental units. The majority of these are owned by Parkland with a small number under lease.
4. There are three pay-for-print locations on campus:
  - a. Parkland Library - R201

- b. Center for Academic Success (CAS) – D120
  - c. Business Computer Science & Technologies open lab - B117
- These areas provide print capability to students (and community members, in the case of the Library) and are included in the scope of this RFP.
- 5. Besides the departmental, office, and lab/classroom printers, there is a centralized Reprographics department with high-end equipment and the capability to handle larger, specialized jobs, which are submitted primarily by Marketing and faculty for course-related documents. This function and related hardware/software are not included in the scope of this RFP.
  - 6. The Campus Technologies department currently uses PaperCut software for the campus pay-for-print solution and as a result has the ability to monitor usage on the networked printers. Data is not currently available on the non-networked printers.
  - 7. Printer inventory is maintained via manual entry using a database system developed in-house. The data is out-of-date due to lack of adequate resources and processes.
  - 8. Employees (faculty and staff) authenticate to the Parkland LAN via Active Directory (AD), allowing access to campus printing devices, which are assigned to individual users and/or groups.
  - 9. Students are allowed to print to classrooms/lab printers from Parkland desktop computers within the classroom, in addition to the pay-for-print options outlined above.
  - 10. As a pilot, starting Fall 2016, two Humanities classrooms (D217 and D219) have been converted to BYOD (Bring Your Own Device) labs, taking advantage of the PaperCut software to allow students to submit print jobs from their own laptops, releasing jobs from the classroom printer.
  - 11. As a pilot, starting Fall 2016, three Fine & Applied Arts computer labs are taking advantage of the PaperCut software to introduce pay-for-print to help monitor and control output and costs for multiple specialty printers (D018).
  - 12. Mobile printing from personally-owned devices is currently available only through the pay-for print system in the designated areas.
  - 13. Client operating systems include the following (and anything more recent):
    - a. Windows 7, 8 & 10
    - b. OSX 10.9, 10.10 & 10.11
    - c. iOS
    - d. Android
    - e. Linux
  - 14. Parkland sites covered in the scope of this RFP include the main campus at 2400 West Bradley Avenue and Parkland College on Mattis located at 1307-1315 North Mattis Avenue, Champaign.

## 2.4 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances.

Issuance of RFP	October 24, 2016
Technical Questions/Inquiries Due	October 28, 2016
Parkland College Responses Due	November 4, 2016
RFP Closes	November 18, 2016
Complete Initial Evaluation	December 16, 2016
Final Award Recommendation	December 22, 2016

(Depending on total cost, final award decision and notification may be dependent upon Parkland College Board of Trustees approval.)

### **3 Proposal Preparation Instructions**

#### **3.1 Vendor's Understanding of the RFP**

In responding to this RFP, the vendor fully accepts the responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Parkland College as necessary to gain such understanding. Parkland College reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Parkland College reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Parkland College.

#### **3.2 Good Faith Statement**

All information provided by Parkland College in this RFP is offered in good faith. Individual items are subject to change at any time. Parkland College makes no certification that any item is without error. Parkland College is not responsible or liable for any use of the information or for any claims asserted therefrom.

#### **3.3 Communication**

The RFP will be posted on the Parkland website designated for advertising requests at [www.parkland.edu/rfp](http://www.parkland.edu/rfp).

Verbal communication shall not be effective unless formally confirmed in writing by the specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

Vendors' inquiries, questions, and requests for clarification related to this RFP are to be directed via email to:

**techrfp@parkland.edu**  
**Subject: Parkland College – MPS RFP**

Applicable terms and conditions herein shall govern communications and inquiries between Parkland College and vendors as they relate to this RFP.

**Communications** shall include, but are not limited to:

- Questions concerning this RFP: Questions must be submitted in writing via the email address provided and be received prior to October 28, 2016 at 5:00 PM CDT.
- Errors and omissions in this RFP and enhancements: Vendors shall bring to Parkland College any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to Parkland College any enhancements that might be in the best interests of Parkland College. These recommendations must be submitted in writing via the email address provided and be received prior to October 28, 2016 at 5:00 PM CDT.
- Inquiries about technical interpretations must be submitted in writing via the email address provided and be received prior to October 28, 2016 at 5:00 PM CDT.

**Addenda:** Parkland College will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within two business days via email.

Parkland College will not respond to any questions/requests for clarification that require addenda, if received by Parkland College after October 28, 2016 at 5:00 PM CDT.

### **3.4 Proposal Submission**

Proposals must be sent in a PDF format with all supporting material to the following email address:

**techrfp@parkland.edu**

on or prior to November 18, 2016 at 5:00 PM CDT.

### **3.5 Method of Award**

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and enterprise. The purpose of this RFP is to identify a supplier that has the interest, capability, and financial strength to supply Parkland College with a Managed Print Services plan as identified in the Scope of Work. However, if Parkland College does not find a suitable vendor within the RFP process, Parkland College is not obligated to award the project to any vendor.

#### **Evaluation Criteria:**

1. Capability of vendor to meet or exceed requirements set forth in Scope of Work.
2. Expressed interest in working with Parkland College and ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.
3. Affordability of services and ability to support Parkland site needs.

#### **3.5.1 Selection and Notification**

Written notification will be sent to selected vendor via email. Those vendors not selected will not be notified.

## ***4 Scope of Work, Specifications & Requirements***

The objective of this project is to develop and deploy a Managed Print Services (MPS) plan for Parkland College. The plan is expected to address campus-wide printing requirements for faculty, staff, and students. This will include evaluating the current print environment and requirements, plus outlining the steps for implementing MPS. The Parkland Reprographics department, with its current function and supporting infrastructure, is excluded from this RFP.

This RFP considers:

- Fleet optimization capabilities for fully managed printing services
- Service and support capabilities
- Account management methodologies
- Availability capabilities
- Security, installation, and other technical capabilities
- Vendor qualifications, references, and certifications as relevant
- Training and reporting available

- Cost and length of contract

Expectations of the plan include:

1. Evaluate current campus printer fleet, usage, and user requirements
2. Based upon evaluation, recommend an optimal printer fleet
3. Develop plan for implementing rightsizing recommendations
4. Outline specific steps and timeline for migrating to the new printer environment
5. Propose plan along with associated costs to accomplish the end goal. This plan should include:
  - a. Strategic plan for optimizing allocation of devices
    - Location
    - Volume
    - Capacity
    - Consolidation
    - Life expectancy
    - Replacement of outdated equipment
    - User access
    - Alternative(s) in case of outage
  - b. Services and Support
    - Pro-active maintenance
    - Repairs
    - Parts
    - Supplies
    - Delivery
    - Emergency assistance
    - Expected response time
    - Steps to minimize downtime
    - Onsite software installations
    - Removal of equipment
    - Replacement in case of faulty equipment
  - c. Account Management
    - Vendor single point of contact for service and questions
    - Communication with Parkland account point of contact
    - Installation and configuration
    - Meter readings
    - Recommend regular adjustment of device locations based upon usage
  - d. Availability
    - Anticipated uptime
    - Replacement for defective equipment
  - e. Security
    - Use of AD (Active Directory) for user authentication
    - Secure data storage and transmission
    - Wipe hard drives for removal
  - f. Installation
    - Implementation plan
    - Transitioning of address books and other settings
  - g. Technical
    - IT reporting
    - Standard API (Application Program Interface) for integration
    - Remote management
    - Driver support
    - Viewing of print queues and monitoring of jobs
  - h. Capabilities
    - Ability to access printers as needed across campus

- Wi-Fi printing
  - Duplex printing
  - Color printing
  - Hold and release
  - Speed
  - Capacity
  - Copying
  - Scanning options
  - FAX options
  - i. Training/documentation
    - Technical staff
    - Support staff
    - Users
  - j. Reporting
    - For all aspects of the provided service
    - Hardware inventory
    - By user, device or department
    - Access to reports by designated Parkland staff
    - Environmental usage data
  - k. Costs
    - Purchase/lease options, initial and ongoing
    - Various finance models
    - Delivery, set-up and configuration
    - Maintenance
    - Support
    - Repairs
    - Emergency assistance
    - Training
    - Disposal of equipment
6. The plan should take into consideration the current hardware investment and propose a migration strategy in order to maximize the value.
  7. The plan should address the number of stand-alone printers, identify where these are necessary, and propose steps for removing others.



## Vendor Response

Answers must represent the current state of the offering or service. Use the following legend as a guide for the appropriate response:

Response	Description
SUP	Supported as part of the default offering.
MOD	Supported through modifications to an existing offering and/or through increase from standard pricing.
3 <sup>RD</sup>	Supported through third-party solutions or provisioning.
CST	Requires customization and changes to base vendor processes.
FUT	Future service or offering that will be included as part of an existing product development roadmap.
NS	Not supported.

Respond to the following criteria based on the possible responses above. Add comments as needed.

### 4.1 Services and Support

#	Description	SUP	MOD	3RD	CST	FUT	NS
SS1	Is there a maintenance program with onsite support capabilities that can maximize device uptime?						
SS2	Can a multi-vendor environment be supported?						
SS3	Can the Vendor supply any and all parts and supplies to maintain equipment in condition necessary to produce quality copies?						

#	Description	SUP	MOD	3RD	CST	FUT	NS
SS4	The Vendor shall have in place an inventory and delivery system of parts and consumable supplies (excluding paper) in quantities sufficient to serve the requirements of this contract. Can the vendor maintain stock levels of all consumable supplies at the individual sites? If adequate stock is not available at a site, can the Vendor deliver the necessary items within eight (8) hours onsite after receipt of a verbal request?						
SS5	Does the Vendor track inventory and usage of supplies to ensure adequate availability?						
SS6	Does the Vendor provide for recycling of used toner cartridges?						
SS7	Does the Vendor monitor the condition of equipment so work delays and problems are minimized?						
SS8	In the event that equipment exhibits continuing breakdowns or poor quality, does Parkland College have the right to decide to have it replaced at the vendor's expense with equipment of the same or better quality, satisfactory to Parkland College?						
SS9	Can the Vendor respond to and resolve service calls within a maximum service response time of (2) hours by phone, be onsite within four (4) hours, and in operation within eight (8) hours? (Response time is based on normal working hours of 8AM to 5PM)						

#	Description	SUP	MOD	3RD	CST	FUT	NS
SS10	If a broken device cannot be repaired within eight (8) hours from the initial call of service, will equipment with units of equal performance capabilities and equivalent accessories be supplied?						
SS11	Can the Vendor communicate manufacturer's discontinuation of any products to the Procurement Manager in writing within five (5) business days and offer suggested replacements of discontinued products at least 30 days prior to discontinuation, including replacement part number, description, list price, applicable discount, and final price?						
SS12	If additional devices are needed and the model currently installed is no longer available, can the Vendor install equipment in current production which is comparable to models currently in use within 30 days of notice?						

Additional Comments:

## 4.2 Account Management

#	Description	SUP	MOD	3RD	CST	FUT	NS
AM1	Can the Vendor provide a single, local point of contact (and a backup) to handle questions and resolve problems that arise?						

#	Description	SUP	MOD	3RD	CST	FUT	NS
AM2	Can service representatives provide immediate response to inquiries concerning service call information, billing questions or issues, and general product information?						
AM3	Can the Vendor make deliveries that include all necessary software, to all inside locations as directed?						
AM4	Can notice of delivery be made to the Contract User twenty-four (24) hours prior to the delivery of the equipment?						
AM5	Can the Vendor assist the users, and if requested, program any user information and install necessary software on user desktops, if applicable, at no extra charge?						
AM6	Can the Vendor be responsible for meter readings?						
AM7	Parkland College will make every effort to ensure that the placement of devices by volume is directly related to the estimated annual volume of copies produced at a given device site. If the Vendor becomes aware of any particular device overusing its estimated print volumes, will the vendor notify the authorized Parkland College representative and discuss strategies for mitigating the overage?						
AM8	Can the Vendor make recommendations to ensure print jobs are handled in the most efficient manner, targeting the appropriate level of device(s)?						

#	Description	SUP	MOD	3RD	CST	FUT	NS
AM9	<p>Does the vendor have different finance models to choose from? Please describe your offering aligned with the following:</p> <p><b>A) Level Pay:</b> The customer pays the same predictable fee each month for the entire year. The monthly fee is based on the customer's estimate of the number of pages printed per month. Even if the customer estimates the volume too low or too high, the monthly fee remains the same for the first year of the service plan. At the end of the year, the amount of supplies used is added up and compared with the initial estimates and adjusted accordingly. In all cases, the customer pays for the actual usage, no more and no less, but has the benefit of no surprises in monthly charges during the plan year.</p> <p><b>B) Base Plus Click:</b> This pricing option has a fixed base payment and a variable payment portion. This type of contract may be executed with or without a minimum monthly page commitment. Page count through Remote Monitoring technologies is typically required.</p> <p><b>C) Cost Per Page:</b> This customer pricing option has no monthly base payment. Instead, billing is on a variable basis for actual pages printed. This option requires a minimum monthly page commitment.</p>						

#	Description	SUP	MOD	3RD	CST	FUT	NS
AM10	<p>Vendor is required to provide monthly, quarterly, and annual reporting on Parkland College spending. Reporting must be provided in an electronic spreadsheet (Microsoft Excel).</p> <p>The vendor will also be required to provide Service Reporting on a quarterly and annual basis that captures the following detail:</p> <ul style="list-style-type: none"> <li>• Vendor Name</li> <li>• Location (Address, Location within Building) for each machine</li> <li>• Serial/ID Number</li> <li>• Make and Model Number</li> <li>• Number of copies/impressions run on each machine during the billing period</li> <li>• Average monthly usage per machine, based on the trailing six months (including most recent month)</li> <li>• Number of service calls per month</li> <li>• Average response time per service call</li> <li>• Average downtime per service call</li> <li>• Service history, including all service calls and corrective actions taken</li> <li>• Details of major service problems and service reports must be provided upon request</li> </ul> <p>In addition to these standard reports, the vendor is required to provide, at no additional cost, supplemental reports related to Parkland College spending on an as-needed basis. Is the Vendor able to provide the level of reporting detail described above?</p>						

Additional Comments:

### 4.3 Availability

#	Description	SUP	MOD	3RD	CST	FUT	NS
AV1	<p>Can each device furnished achieve at least a 95% uptime efficiency level per month?</p> <p>[The efficiency level is calculated according to the following formula: (monthly work hours – total hours downtime)/monthly work hours x 100. Downtime is defined as if the units cannot print or make copies.]</p>						
AV2	<p>If an installed device is shown by the repair record to have operated below the 95% efficiency level for two months, can Parkland College have the vendor replace the existing device with a device of the same configuration and performance capabilities that meets the requirements?</p>						
AV3	<p>When a repaired device certified to be operable operates below the 95% efficiency level for the next 30 days, will the Vendor replace that defective device with a new permanent device for that particular volume within two (2) business days after notification by Parkland College?</p>						

Additional Comments:

### 4.4 Installation

#	Description	SUP	MOD	3RD	CST	FUT	NS
IN1	<p>Can the Vendor lead implementation and ongoing management of the solution?</p>						

#	Description	SUP	MOD	3RD	CST	FUT	NS
IN2	Will the Vendor deploy processes to ensure the implementation minimizes the negative impact on Parkland College business operations and end-user productivity?						
IN3	Will equipment installations and removals be done at mutually agreeable times established by Parkland College?						
IN4	Will the Vendor ensure that existing address books are recreated on the new/replacement devices?						
IN5	Will the Vendor deliver and install all copiers per agreed upon Parkland College's standards including but not limited to Security?						

Additional Comments:

## 4.5 Security

#	Description	SUP	MOD	3RD	CST	FUT	NS
SC1	Is the application capable of using Active Directory for user authentication as well as authorization?						
SC2	Does the Vendor take any steps to secure data during storage within the device or transmission over a network (e.g. SSL, IPsec)?						



#	Description	SUP	MOD	3RD	CST	FUT	NS
SC3	Will the Vendor wipe the hard drives for replacements/removal and provide documentation as verification?						

Additional Comments:

## 4.6 Technical

#	Description	SUP	MOD	3RD	CST	FUT	NS
TE1	Are remote management/reporting capabilities for IT Management provided?						
TE2	Does your system include a standard API (Application Program Interface) that would allow integration to other systems?						

Additional Comments:

## 4.7 Capabilities

#	Description	SUP	MOD	3RD	CST	FUT	NS
PR1	Are the drivers Microsoft Certified?						
PR2	Do the devices have a Universal Printer Driver?						

#	Description	SUP	MOD	3RD	CST	FUT	NS
PR3	Do devices support the following operating systems, and which version(s)?  <ul style="list-style-type: none"> <li>- Windows</li> <li>- OSX</li> <li>- iOS</li> <li>- Android</li> <li>- Linux</li> </ul>						
PR4	Does the system provide the ability to view the print queue and monitor jobs at the device?						
PR5	Do the devices have Bluetooth capability?						
SN1	Can the devices scan to email?						
SN2	Can the devices scan to network drive?						
SN3	Can the devices scan to USB drive?						
SN4	Can the devices scan as:  <ul style="list-style-type: none"> <li>- JPEG</li> <li>- TIFF</li> <li>- PDF</li> </ul>						
SN5	Does the device support secure scan? e.g. LDAP authentication						
CO1	Can the document feeder (reversing) hold at least 50 pages?						
FA1	Does the device have walk-up faxing capabilities?						
FA3	Does the device support sending fax from user desktops?						
FA5	Is network faxing supported?						

Additional Comments:

## 4.8 Training Plan

#	Description	SUP	MOD	3RD	CST	FUT	NS
TR1	Can the Vendor provide training and documentation that covers, as a minimum, the basic operational functions of the equipment, replenishment of toner and paper, clearing of paper jams, and any other operational function required to maintain smooth operations, as suitable for level 1 support staff?						
TR2	Can the Vendor provide end-user training and training materials?						
TR3	Can the Vendor provide technical training for network support staff, as needed?						

Additional Comments:

## 4.9 Optimizing Printer Fleet

#	Description	SUP	MOD	3RD	CST	FUT	NS
OP1	Can the Vendor provide rightsizing recommendations to remove or consolidate poorly matched, outdated, and redundant equipment in addition to recommendations on how to manage and monitor our printing over time?						
OP2	Can the Vendor provide print usage reporting by user, by device, or by department?						
OP3	Does the Vendor provide any environmental reporting (kWh, carbon, "trees", cumulative power)?						

Additional Comments:

## **5 Responder's Qualifications & References**

All vendors must provide the following information in order for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:
  - Full legal name of the company.
  - Year business was established.
  - Number of people currently employed.
2. An outline of the product line-up they currently support.
3. A description of their geographic reach and market penetration.
4. An outline of their partnerships and relationships to date.
5. Information on current software clients, including:
  - Total number of current clients.
  - A list of clients with similar needs using the same software.
  - Evidence of successful completion of a project of a similar size and complexity.
6. References: Contact information for three references (if possible) from projects similar in size, application, and scope, and a brief description of their implementation.
7. Business Enterprise for Minorities, Females, and Persons with Disabilities  
Consistent with the Business Enterprise for Minorities, Females, and Persons with Disabilities Act, 30 ILCS 575/0.01, et seq. (the "Act"), it is the policy of Parkland College to foster and encourage the continued economic development of minority owned businesses, female owned businesses, and businesses owned by a person with a disability.  
When Parkland College is required to competitively bid a contract, the bid documents shall additionally require all potential bidders to submit their name, the bid amount, a statement confirming whether the bidder is including in its bid work to be performed by certified as a minority owned businesses, female owned businesses, and businesses owned by a person with a disability.  
Are you certified as a minority owned business or female owned or person with a disability owned business?

Yes \_\_\_\_ No \_\_\_\_

## **6 Budget & Estimated Pricing**

All vendors must complete a cost breakdown for the implementation of their services for Parkland College's project as described in this RFP. The vendor must agree to keep these prices valid for 90 days as of the Due Date of the RFP

The Responder's proposed prices should include information indicating how the price was determined. All costs must be included in the proposal.

## 7 Responder's Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Request for Proposal for Managed Print Services issued by Parkland College. The undersigned is a duly authorized officer, hereby certifies that:

\_\_\_\_\_  
(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 90 calendar days as of the Due Date of the RFP.

The undersigned further certify that their firm (check one):

- IS  
 IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify Parkland College of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person(s) authorized to negotiate on behalf of this firm for the purposes of this RFP are:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Signature of Authorized Officer:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_