



Legislation Details (With Text)

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<b>File created:</b>	8/4/2023	<b>In control:</b>		City Council Business Meeting	
<b>On agenda:</b>	10/23/2023	<b>Final action:</b>		10/23/2023	
<b>Title:</b>	Managed Print Services				

**Attachments:**

Date	Ver.	Action By	Action	Result
10/23/2023	1	City Council Business Meeting	Approve	

**Managed Print Services**

**Action:**

- A. Authorize the City Manager to negotiate and execute an extension to a unit price contract with Ricoh USA, Inc. for managed print services and related products, services, and solutions for a term of four years, and**
- B. Authorize the City Manager to amend the contract consistent with the purpose for which the contract was approved.**

**Staff Resource(s):**

Markell Storay, Innovation and Technology  
 Phil Reiger, General Services  
 Marcy Mars, General Services

**Explanation**

- On November 10, 2014, City Council approved a citywide contract with Ricoh USA, Inc. for managed print services and related products, services, and solutions with an initial term of four years starting July 1, 2015 with one, four-year extension.
- A six-month extension was executed to extend the contract while the city and Ricoh evaluated and tested new print devices with updated system management programs.
- Ricoh USA, Inc. supplies and maintains a fleet of 400+ multi-function (print, copy, scan, and fax) machines and print devices throughout the city, and runs on-site print shop facilities available for use by all city departments.
- The installed print machines and devices currently average 12 million impressions annually and the print shop facilities print approximately 1.6 million impressions annually.
- Services are charged to the city based on a defined cost per impression model, which is inclusive of machines, devices, consumables (toner, paper, and other supplies) maintenance services, print shop services, and other related software, solutions, and services.
- A waiver of a competitive solicitation process for services may be granted on a limited basis when deemed appropriate and in the city’s best interest.
- A waiver for the four-year extension has been approved for these services based on the need for continuity of services during the city’s implementation of a new Enterprise Resource Planning System.
- Ricoh USA, Inc. will conduct a full site assessment of the existing fleet devices, retire old devices, and will provide a complete refresh for all city departments with new multifunction machines and print devices that will have enhanced technology and security features.
- Annual expenditures are estimated to be \$1,800,000, with per impression pricing expected to

remain in line with the current pricing structure, pending final negotiations and site assessment.

**Charlotte Business INclusion**

This contract is exempt under the CBI Program.

**Fiscal Note**

Funding: Various Departments' Operating Budgets