

Legislation Text

File #: 15-20949, Version: 1

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