

Managed Print Services Statement of Work

PURPOSE

The purpose of this request is to solicit potential options, approaches and strategies from selected contractors on the G-2075 Copiers, Maint., and Supplies term contract for the efficient management and operation of office printing, scanning and fax needs throughout the Ewing Campus of the New Jersey Department of Transportation (the Department).

INTRODUCTION

The Department of Transportation has various types of office printing, scanning and fax equipment. The types range from desktop printers to multi-function network printers. The department is looking to evaluate the efficiency and the cost of maintaining, supporting and/or replacing this fleet of equipment.

This evaluation should also include any cost cutting recommendations. The Department has provided a list of equipment to be considered in this evaluation as Attachment A.

The Department has arranged for a mandatory walkthrough of the entire Headquarters Campus in Ewing N.J. for interested bidders on **March 14, 2017 at 10:00AM**.

PARTICULAR AREAS OF INTEREST

The Department is interested in receiving potential options and strategies that it can utilize to ultimately decide how best to use current technology along with existing and/or new equipment to improve the delivery of all types of output required in the office environment.

The response shall include the following:

1. Regular maintenance and pro-active replacement of consumables
2. Call Center for end user service calls and issues
3. Timeline for implementation including an option to gradually phase in service
4. Implementation and management of administrative settings (ie default to PIN printing, B&W, Duplex, etc)
5. Same business day service before 4:30 pm on calls placed before 12 noon
6. Next business day service, before noon, on calls made the afternoon of the previous business day
7. Providing printer hard drives from non-NJDOT owned equipment to NJDOT for destruction once removed
8. Costs per page to implement the proposal
9. The vendor should provide tools or enable print services that provide the following capabilities:
 - Live Metrics, per printer and in summary, available online to both NJDOT and vendors
 - A log of print jobs, including username and time of print job, per printer
 - Default color printers to black and white
 - Default printing to duplex
 - Provide the capability to require a personal identification number (PIN) to print
 - 11 x 17 printing
 - Scanning
 - Faxing

INTENT

The intent of this Request for Proposal is to seek a means of using available printer technology to optimize and enhance the business processes associated with printing in the operation of NJDOT offices located at its Ewing campus.

SCOPE OF SERVICES

The vendor must submit a detailed response. This response should be submitted in Microsoft Word, Excel or PowerPoint format.

METHODOLOGY AND EVALUATION

The solicitation is for a review of NJDOT's printing, scanning and fax environment and is being made under G-2075 Copiers, Maint., and Supplies term contract. The request is being made to vendors under the contract consistent with the State of New Jersey, Department of the Treasury, Division of Purchase and Property Method of Operation for Special Item Number 51-500 Managed Print Services.

Managed Print Services (MPS) includes equipment and services required to manage imaging output that may include printing, scanning and fax devices in a system that monitors and reports status, needs and usage trends on a regular basis. The MPS plan may be based on a needs analysis completed under SIN 51 501 found in GSA FSS Schedule 36 at the following web link: <http://www.gsa.gov/portal/content/101046>. Services may include but are not limited to creating a business plan solution that incorporates recommendations for each existing piece of equipment (including removing/retirement/recycling/replacing/disposal). The plan may be phased to allow for an orderly progression to a new output environment. The plan should take into account the usage and floor plan of the equipment.

With this solicitation, contract vendors will have an opportunity to specifically provide an assessment of the Department's printing, scanning and fax environment, only.

There will be no further solicitation after the winning bidder is chosen from the proposals provided. The State reserves the right to negotiate with any of the bidders prior to making an award.

The evaluation and award shall be based on:

- Timetable required to implement
- Prior experience implementing a proposal of similar scope
- Quality of bid submission, price and other factors considered
- Simplicity in implementing proposal
- Overall value anticipated as a result of improved operation of the print environment

The proposal will provide a minimum of two (2) references within a 100 mile radius of Ewing N.J. These references should be of similar size and scope as NJDOT. NJDOT reserves the right to award the contract in whole or in part.

Bidders under the above mentioned contract may email questions regarding this solicitation no later than **10:00am on March 21, 2017** to the following address:

dot-ems_bid.procurement@dot.nj.gov

Bidders are encouraged to monitor the NJDOT – EMS website daily for updates, changes and responses to questions through the bid opening date.

<http://www.nj.gov/transportation/business/procurement/ems/current.shtm>

A listing of all NJDOT affected equipment entitled Attachment A is available at the above NJDOT – EMS website link.

Vendors will not have access by phone, email or in person to any State employees involved in the Department's printing, scanning and fax operation prior to the mandatory walkthrough.

Actual proposals are due electronically to dot-ems_bid.procurement@dot.nj.gov by:

10:00am on April 4, 2017

After review of the proposals, award will be at the sole discretion of the State of New Jersey. The State also reserves the right to not proceed with awarding any of the proposals or to award portions, in whole or in part, any proposal if appropriate.

Price Submission

Pricing shall be for each model printer proposed, an all-inclusive price per page for color and an all-inclusive price per page for black & white. Price shall be submitted along with the proposal on the PB-120 form accompanying this Statement of Work. A cut sheet for each model proposed shall be included with the proposal.