

Managed Print Services - Update

Administration and Finance Committee

Wednesday February 17th, 2021

Tony Warkoczewski



\$120,000+

This is how much we will save
annually though our printer
consolidation effort

Now that we have your attention.....

Agenda

- Overview of recent efforts
- Recommendation
- Next steps



Overview of recent efforts

- In 2016 we outsourced the procurement and servicing of the majority (not all) of the printing devices in the City to Impact Networking
- Those contracts had a 5 year term and have come due
- In 2020 we prepared to write an RFP to find our next Managed Print Services provider
- This presented us an opportunity to take a hard look at the number of devices we need going forward for the next 5 years. This 'Printer Consolidation Effort' is described in more detail on the next few slides
- We issued the RFP to 13 vendors on 12/13/2020. Responses were returned to us on 1/11/2021.
- 10 vendors responded. We narrowed the list of finalist down to 3. We conducted interviews with the finalists, performed reference checks and are honing in on making a final decision on who to award the contract to
- But first.....

Printer consolidation effort – What we have today



A CANON COMPANY



Impact Networking 2016 - ????

- 100 new devices were brought into our environment, which we are paying for in the form of monthly lease payments for a 60 month term
 - 40 larger centrally located multifunctional devices
 - 58 smaller desktop sized printers
 - 2 high volume production printers
- Beyond the monthly lease payments, we also pay quarterly 'click charges' if we print more than what was agreed to in the original contract
- In total, the monthly spend with Impact is about **\$17,000 (\$204,000 annual)**
- As noted, these contracts end in February of 2021 (now)

Other providers:

- We have a handful of printing devices that are not on the Impact contracts
 - 17 devices in total
 - One-off servicing contracts with companies like OCE, James Imaging, Ricoh and Xerox
 - In total, the monthly spend with these vendors is about **\$400 (\$4,800 annual)**

Total annual spend on managed print services today: **\$208,800**

(Remember this number)

Goals going forward

- Reduce the number of printers
- Reduce the amount of printing by introducing more aggressive printing policies
- Redirect printing to the devices where it is least expensive to print (Creative Services)
- One vendor, not five
 - Simplified billing and collection; consistent devices across all buildings
- Flexibility to further reduce the amount of devices in the next 5 years without penalty
- Take advantage of new technology
 - Rethink how we do faxing
 - Introduce 'pull', or 'follow me' printing where the print job is held in a queue and is not released to print until the end user arrives at the printer, swipes their ID card and initiates the print.

With these goals in mind.....

We will be reducing the number of printing devices in the City from 117 down to 64 (could drop more)!

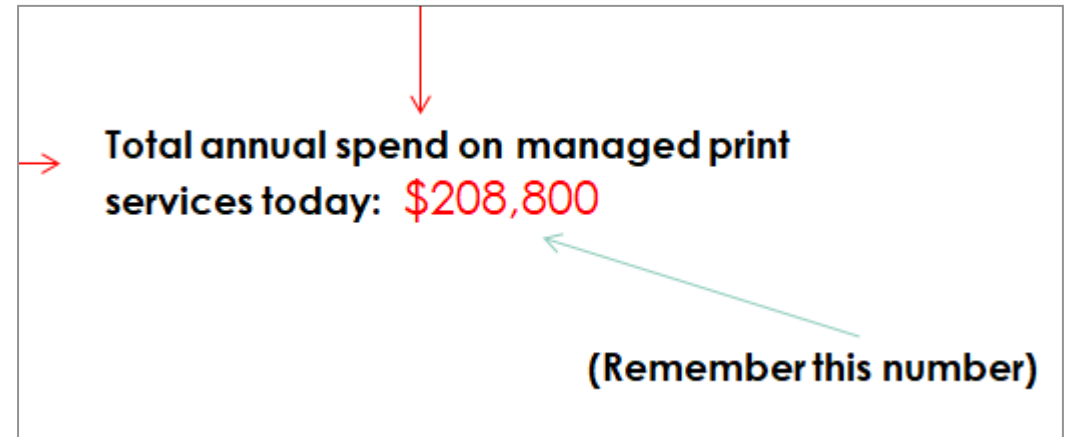
What does this mean financially...?

Our lowest priced RFP proposal is:

- Vendor #1: **\$84,000*** annual cost

*based on 2019 printing volumes. Actual costs will likely be even lower

Reminder of what we are paying today:



More about the RFP:

- Canon, Central Office Systems, Gordon Flesch, Impact, James Imaging, Marco, Office Copying Equipment, Rhyme, Ricoh and MBM/Xerox all sent us proposals
- **Gordon Flesch** and **Rhyme** made the short list of finalists based primarily on pricing but also on the completeness of their proposals. **Impact Networking** was our third finalist based largely on the fact that they are the Incumbent and we will still be depending on them for Docuware support
- We will make a final decision on who wins the bid by early next week



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A Xerox Company

Next steps:

- Today:
 - Provide update to A&F
- Tomorrow – March 2nd
 - Select winner
 - Notify winner; finalize terms and conditions; prepare contract for signing
- March 2nd
 - Approve contract/resolution at Common Council meeting
- March 3rd – May
 - Implement new equipment; conduct training as necessary
- May 2021 – March 2026
 - Enjoy over \$120,000 of annual savings!

Special thanks to the Printer RFP Selection Team



Robert Barwick
Purchasing



Emily Rutter
Library



Jon Matte
Communications



Denise Cleary
Communications



Mike Barylski
Information Technology



**Marisa
Szymuskiewicz**
Police

Questions?

