



CITY OF PHILADELPHIA

Office Of The Chief Administrative Officer

REQUEST FOR INFORMATION

FOR

MANAGED PRINT SERVICES

April 25, 2023

Deadline for questions, requests for clarification,
or requests for additional information submitted
email Trevor.Day@phila.gov

May 8, 2023 before 5:00 PM
(Local Philadelphia Time)

City Responds to Questions

May 12, 2023

Responses to RFI must be submitted
electronically

May 19, 2023 before 5:00 PM
(Local Philadelphia Time)

JAMES F. KENNEY, Mayor

Stephanie Tipton, Chief Administrative Officer (CAO), Office of the CAO



Managed Print Service RFI

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NAME OF RFI REQUEST FOR INFORMATION

I. RESPONSE CALENDAR

Post Request for Information	April 25, 2023
Deadline for questions, requests for clarification, or requests for additional information submitted email Trevor.Day@phila.gov	May 8, 2023 before 5:00 PM (Local Philadelphia Time)
City Responds to Questions	May 12, 2023
Responses to RFI must be submitted electronically	May 19, 2023 before 5:00 PM (Local Philadelphia Time)

II. PURPOSE OF REQUEST FOR INFORMATION

The Office of the Chief Administrative Officer (CAO) is requesting information on ways to manage our printing and imaging services through a managed print service or related service. The City currently leases or purchases our printers or multi-function devices. The CAO is seeking information from vendors with expertise in Managed Print Services. The City has a minimum of four Center City (downtown Philadelphia) office buildings that have been identified to evaluate for conversion to a managed print service. These locations are multi-floor office locations.

III. RFI QUESTIONS, REQUESTS FOR CLARIFICATION

All questions and requests for clarification concerning this RFI must be in writing and submitted to Trevor.Day@phila.gov no later than 5:00 pm, Local Philadelphia Time, on May 8, 2023.

Responses to questions and requests for additional information shall be at the sole discretion of the City. Any additional information will be posted only on the City's website [Contract opportunities with special application processes](#) at the following website:

<https://www.phila.gov/departments/office-of-the-chief-administrative-officer/contract-opportunities-with-special-application-processes/>

All responses to questions will be posted only on this website. No additional information and/or responses to questions will be sent by email. Nothing in this RFI shall create an obligation on the City to respond to a Respondent submitting a response.



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The City may, in its sole discretion, issue amendments to this RFI containing clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate. Amendments, if any, will be posted on the City's website listed above. It is the Respondent's responsibility to monitor the website for any Amendments and to comply with any new information.

Oral responses made by any City employee or agent of the City in response to questions or requests for information or clarification related to this RFI are not binding and shall not in any way be considered as a commitment by the City.

If a Respondent finds any inconsistency or ambiguity in the RFI or an amendment to the RFI issued by the City, the Respondent is requested to notify the City in writing by the above deadline for questions and requests for information or clarification.



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IV. RFI COORDINATOR

All communications regarding this, RFI which are not questions or requests for clarification, should be directed to the RFI Coordinator named below.

Trevor Day
Deputy Chief Administrative Officer
Office of the CAO
Trevor.Day@phila.gov

Responses to questions and requests for additional information shall be at the sole discretion of the City. Any additional information and/or responses to questions will be posted only on the City's website located [here](#) ("Additional Opportunities"). No additional information and/or responses to questions will be sent by email. Nothing in this RFI shall create an obligation on the City to respond to a Respondent submitting a response.

The City may, in its sole discretion, issue addenda to this RFI containing responses to questions, clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate. Addenda, if any, will be posted on the City's website at <http://www.phila.gov/rfp> ("Additional Opportunities"). It is the Respondent's responsibility to monitor the Additional Opportunities site for Addenda and to comply with any new information.

V. ABOUT THE CITY OF PHILADELPHIA AND CAO

The City of Philadelphia is the largest city in the Commonwealth of Pennsylvania and the sixth-most populous city in the United States with over 1.5 million residents. Additionally, due to its rich historic and cultural heritage, the region is visited by more than 40 million people each year.

Philadelphia is located in the southeastern section of Pennsylvania and the coterminous city/county covers 143 square miles. The City is bordered by the following counties: Bucks, Montgomery and Delaware in Pennsylvania, and Burlington, Camden and Gloucester in New Jersey.

As an operating department of the City, The Office of the Chief Administrative Officer (CAO) works with City departments to transform service delivery, provide people-centered solutions, and strengthen administrative functions to better serve Philadelphia residents and employees. The CAO oversees six City departments and offices: the Office of Innovation and Technology (OIT), Records, Procurement, the Office of Administrative Review (OAR), PHL Service Design Studio (SDS), and Human Resources and Talent (HR&T).

VI. ANTICIPATED SOLUTION REQUIREMENTS



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The City of Philadelphia's goal is to collect information in order to evaluate moving to a Managed Print Service (MPS). The City will utilize the information collected from this RFI to assess the feasibility of moving to a Managed Print Service.

The City currently contracts for city-wide printing devices where City departments purchase or lease printing devices resulting in inconsistent outcomes from, and management of, printing devices. The City also contracts with a toner provider and paper provider that fulfills orders of toner and paper. After the Covid-19 pandemic, the City embraced a number of significant changes. One significant change has been a wider roll out of hybrid work that has resulted in many City departments and employees leveraging an increase in electronic documents and a decrease in the use of printing devices, particularly in traditional City office buildings. As a result of this change and the adoption of current technology, more documents are stored and shared through our private network and the cloud. The CAO is looking for solutions that may decrease operational costs, increase efficiency and help to create a standard for the City of Philadelphia.

Please provide responses on the following topics.

- Explain your overall approach to Managed Print Services.
 - Your approach to working with a client that has existing leases for print devices.
 - Explain how you manage secure printing. How does this impact employee productivity?
 - How does your solution manage mobile users, such as laptops, tablets and Android devices?
 - What capabilities (scanning, faxing, emailing, etc.) are supported through your Multifunction devices?
 - Please note any other features.

If not addressed in the response to the question above, please include answers to the following questions/comments.

- If the City has a set of departments that want to opt out of the MPS, please elicit your approach to this type of situation. Would you support or maintain any third-party printing devices?
- Explain the process for continuous monitoring and maintenance. Provide any considerations on cost. Does this include preventive maintenance, driver updates and break/fix, including labor and parts?
- How are devices monitored? Is there a need to install monitoring software on the City network? If so, please detail your technological requirements in the Technological Requirements section below.
- Does your service include the purchase of toner, paper or other peripherals? Please detail out cost considerations.
- What is your service level response times for break/fix and supplies replenishment? Is there a dedicated on-site technician or customer support role? Is it available 24X7? If any constraints, please detail them.
- Can you support a print room/production printing services or plotters?
- Please provide a sample invoice to better understand the billing format.
- Is there a separate cost for equipment changes (up-scaling and down-scaling as the climate dictates)?



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How do you handle decommissioning devices? Can you remove hard drives from printers and multifunction devices at the end of the term and destroy any information that might be stored on them? Do you provide a certificate of destruction?

- Environmental Sustainability is important to the City. What steps do you take to ensure the lowest environmental impact from your equipment/services?
- Are there other cost considerations the City should consider in assessing a move to an MPS?

The City intends to conduct an assessment within four of our Center City office buildings. The following locations will be included as a part of this assessment. Each floor has approximately 4-to-20 printers per floor.

- 1234 Market (2-4 floors)
- City Hall (Administrative Offices) (2-3 Floors)
- 1401 John F Kennedy Blvd (16 Floors)
- 1515 Arch Street (18 Floors)

In your response, please note if your company can provide an assessment of any of the above locations. Will this service cost or is it available at no cost to the City? If there is a cost, please provide an estimated cost range?

Please note that any report, document or information resulting from any assessment satisfies the general definition of “public record” set forth in the Right-to-Know Law is public information.



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VII. SUBMISSION GUIDELINES

The City expects each Respondent to include, in their response to this RFI, the following overall items following the outline provided.

Company Overview:

Include company name, physical address, phone number, fax number, and web address, a brief description of the company, its services, business size (total revenue and number of employees), and point(s) of contact, including name, address, phone and email address. Note the company's operations including the number of years the company has been providing each solution set to clients. Also, please provide the location of the company's headquarters and all other office locations; and two to three years of financial data to ensure company stability.

Describe the company/organization's relevant experience providing managed print services to companies comparable to the City of Philadelphia which is 8-to-10,000 employees in downtown offices and upwards of 25,000 employees in total.

Key Features of a Managed Print Solution:

Respondent should identify the services provided as detailed in above in section VI.

Provide any standard and custom reporting capabilities included in each solution and the available Key Performance Indicators (KPI's). Include information on data input and export capabilities; security and auditing, and dashboards and metrics.

Software/Security Model:

Respondent should provide information on any software and/or security related to accessing/monitoring this software. Respondent should also highlight any anticipated annual upgrades and/or patch releases that might be necessary.

Pricing Model

Respondent should note whether there is a charge for an assessment at the locations indicated in Section VI. If there is a charge, please include a general pricing for the assessment of the four office spaces listed.

Respondents will not be bound by any cost estimates included in responses to this RFI.

VIII. USE OF RESPONSES

Responses to this RFI may be used by the City to identify those products or services that have the greatest opportunity to meet the City's printing needs. Responses may also be used to assist the City in gathering information for planning purposes.



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The City does not intend to announce any further actions taken pursuant to this RFI. If any such announcements are made, at the sole discretion of the City, those announcements will be posted with the original RFI. In some cases, at the City's sole discretion, the City may issue an RFP. The City will notify Respondents to this RFI if an RFP has been posted on the City's website.

The City will notify Respondent(s) if additional information is required in order to evaluate the response to this RFI. Absent such follow up from the City, we respectfully request that respondents refrain from requesting additional information on the status of this RFI. In order to protect the integrity of the City procurement process, City personnel will not respond to requests for additional information on the status or outcome of this RFI, other than as described above.

IX. HOW TO SUBMIT RESPONSES

Respondents should submit their responses electronically (hard copies are unacceptable) in MS Word or Adobe PDF format, as a single document (see note below), to:

Trevor Day
Deputy Chief Administrative Officer
Office of the Chief Administrative Officer
Trevor.Day@phila.gov

Responses are due May 19, 2023, before 5:00 pm, Local Philadelphia Time. Note:

Response document(s) are limited to 15 MB; if necessary, please submit multiple files or zip/compress the file(s)

X. CONFIDENTIALITY AND PUBLIC DISCLOSURE

Respondents shall treat all information obtained from the City which is not generally available to the public as confidential and/or proprietary to the City. Respondents shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. No other party, including any Respondent, is intended to be granted any rights hereunder.

XI. RIGHTS AND OPTIONS RESERVED

In addition to the rights reserved elsewhere in this RFI, the City reserves and may, in its sole discretion, exercise any or more of the following rights and options with respect to this RFI if the City determines that doing so is in the best interest of the City:

Decline to consider any response to this RFI ("response"); cancel the RFI at any time; elect to proceed or not to proceed with discussions or presentations regarding its subject matter with



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any Respondent and with firms that do not respond to the RFI; to reissue the RFI or to issue a new RFI (with the same, similar or different terms);

Select a COTS package from a vendor that does not respond to this RFI, or elect not to proceed with any procurement;

Waive, for any response, any defect, deficiency or failure to comply with the RFI if, in the City's sole judgment, such defect is not material to the response;

Extend the Submission Date/Time and/or to supplement, amend, substitute or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the City web page(s) where the RFI is posted;

Require, permit or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to responses by some or all Respondents at any time before or after the Submission Date/Time;

Require, request or permit, in discussion with any Respondent, any information relating to the subject matter of this RFI that the City deems appropriate, whether it was described in the response to this RFI;

Discontinue, at any time determined by the City, discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI;

To conduct such investigations with respect to the financial, technical, and other qualifications of the Respondent as the City, in its sole discretion, deems necessary or appropriate;

Do any of the foregoing without notice to Respondents or others, except such notice as the City, in its sole discretion, may elect to post on the City web page(s) where this RFI is posted.

This RFI and the process described are proprietary to the City and are for exclusive benefit of the City. Upon submission, responses to this RFI shall become the property of the City, which shall have unrestricted use thereof.

XII. PUBLIC DISCLOSURE

By submitting a response to this RFI, Respondent acknowledges and agrees i) that the City is a "local agency" under and subject to the Pennsylvania Right-to-Know Law (the "Act"), 65 P.S. §§ 67.101-67.3104, as the Act may be amended from time to time; and ii) responses may be subject to public disclosure under the Act. In the event the City receives a request under the Act for information that a Respondent has marked as confidential, the City will use reasonable efforts to consult with Respondent regarding the response and, to the extent reasonably practicable, will give Respondent the opportunity to identify information that Respondent believes to be confidential



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proprietary information, a trade secret, or otherwise exempt from access under Section 708 of the Act.

Notwithstanding anything to the contrary contained in this RFI, nothing in this RFI shall supersede, modify, or diminish in any respect whatsoever any of the City's rights, obligations, and defenses under the Act, nor will the City be held liable for any disclosure of records, including information that the City determines in its sole discretion is a public record and/or information required to be disclosed under the Act.