Request for Proposal (RFP)  
for  
Managed Print Services

Proposals for Managed Print Services shall adhere to the rules set forth in the RFP and be submitted by 5:00 PM (local time) on the REVISED DUE DATE of Wednesday, October 19, 2016 via e-mail or postal mail to the POC shown on the cover of the RFP (Tom Patterson).

Addendum No. 01

Changes

1. Request for Proposal

COVER, RESPONSE INSTRUCTIONS, PROCUREMENT SCHEDULE

All responses are due by 5:00 PM (local Time) on the REVISED DUE DATE of Wednesday, October 19, 2016.

Information

1) REQUEST FOR INFORMATION: The following is in response to RFIs received by the City of Westerville, Ohio.

Q1. Is it possible to obtain a breakout of historic print volumes that separates color prints and black & white prints?

A1. Yes. Updated print volume reports will be furnished via separate addendum, next week.

Q2. Is it possible to obtain the City’s current cost-per-page rates?

A2. Yes. Please see the City’s current MPS contract, which has been attached to the addendum.

Q3. Is onsite replacement of ink cartridges required?

A3. In most instances, the City’s current vendor treats ink cartridge replacement as a service call and performs the work onsite. This level of service is preferred; however, the City is open to considering alternatives for cartridge replacement. Should you like to suggest an alternative means of cartridge replacement.
replacement, please include an exceptions letter with your proposal, which identifies the alternate approach and any cost considerations.

**Q4.** The RFP mentions that the City is interested in in evaluating the benefits of complimentary print management software. The RFP further states the software should include (1) reporting features for reporting on device status/performance and tracking supply replacement needs and (2) rules-based printing and re-direction of print jobs. For our company this requires separate software packages with differing costs based on functionality and features. Please elaborate on the City's priorities in selecting a managed print services provider.

**A4.** First and foremost, the City is looking to partner with a vendor in managing our print fleet in a cost effective manner that maintains a high-level of service. The minimum responsibilities of the contract can be met without the need for print management software.

Incorporating print management software of a reporting and/or rules-based nature into our MPS program in a cost effective manner represents a significant added value to our MPS program and is something that the City would like to take into consideration. Please use the existing response fields (and attach additional pages as needed) to detail all available software options and costs (startup costs and annual maintenance/hosting costs).

**Q5.** How many networked users?

**A5.** ~500

**Q6.** Do all users have logins?

**A6.** Yes.

**Q7.** How many print servers in use?

**A7.** 2

**Q8.** What are the print server operating systems(s)?

**A8.** Windows 2012 R2, Windows Server 2008

**Q9.** How many domains?

**A9.** 1

Addendum No. 01 – October 7, 2016
**Q10.** How many Mac workstations?

_A10. None._

**Q11.** How many separate sites are printing?

_A11. ~15_

**Q12.** Are the sites connected by the same Network?

_A12. Yes_

**Q13.** If not, how many separate Networks?

_A13. N/A_

**Q14.** If multiple networks, how many users per network?

_A14. N/A_

**Q15.** When responding to the question about transition and implementation approach is the timetable established in the RFP (with a January 1, 2017 start date) valid?

_A15. Yes. Should the City select a new Managed Print Services provider, such provider needs to be capable of commencing with services at the start of 2017 (likely January 3... as most City offices will be closed on January 1 and 2)._

**Q16.** With regard to the City’s preference for a 95% or greater uptime, how will this be measured? What does downtime consist of?

_A16. Other than the 4 hour response time, any other down time measured on a monthly (30 day) basis. Down time consists of any operational difficulty within the control of the vendor._

**Q17.** Is there any requirement for spare onsite toner or parts?

_A17. No._

End of Items.
AGREEMENT

Agreement made this 12th day of December, 2014 at the City of Westerville, Ohio, by and between the City of Westerville, Ohio, and The Data House.

WHEREAS, The City of Westerville, Ohio solicited proposals for Managed Print Services, in accordance with the Request for Proposals and Scope of Work on file in the Office of the City Manager of said City, and the following offer has been received and accepted by the City of Westerville.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost-Per-Page for BLACK &amp; WHITE prints on a MONO Device</td>
<td>$0.012</td>
</tr>
<tr>
<td>Cost-Per-Page for BLACK &amp; WHITE prints on a COLOR Device</td>
<td>$0.0145</td>
</tr>
<tr>
<td>Cost-Per-Page for COLOR prints on a COLOR Device</td>
<td>$0.0875</td>
</tr>
</tbody>
</table>

NOW, THEREFORE: Be it agreed the undersigned Company shall furnish and deliver products and services for the period of January 1, 2015 through December 31, 2016, all in accordance with the said Request for Proposals, Scope of Work and The Data House’s proposal dated October 24, 2014 to the complete satisfaction of the City of Westerville, Ohio.

This Agreement may be renewed at the City of Westerville’s option, for up to two (2) one-year renewal periods provided all terms and conditions (including price) remain unchanged and in full force and effect.

The Data House further agrees to withhold all City income taxes due or payable under the provisions of the Income Tax Ordinance, for wages, salaries, and commissions paid to its employees and further agrees that any of its subcontractors shall be required to agree to withhold any such City income taxes due under said chapter for services performed under this contract. (Ord. 98-43 Passed 9-15-98)

The Data House
2049 Builders Pl.
Columbus, OH 43204

By [Signature]

Title, [Signature] THE DATA HOUSE

In consideration thereof, the said City of Westerville, Ohio hereby agrees to pay said The Data House that amount not to be exceeded without City approval.

By [Signature]

David A. Collinsworth, City Manager