



The State of New Mexico
General Services Department, State Purchasing Division

In furtherance with



Request for Proposals

New Mexico Solicitation Number 40-000-14-00107
Amendment #03

**NASPO ValuePoint Master Agreement for
Managed Print Services**

Amendment Date: August 25, 2015
Issue Date: August 7, 2015
Proposal Due: October 14, 2015

This amendment to Request for Proposal (RFP) Number 40-000-14-00107 shall amend the following sections:

Section 1.1 Purpose

Section 1.3 Definition “Business Hours” and “Subcontractors”

Section 2.1 Schedule of Events

Section 3.5 Prime Contractor Responsibility

Section 5.4.9 Cost (see Table 1)

Attachment B: Scope of Work

Attachment C: Cost Forms

SECTION 1: NASPO ValuePoint Solicitation - General Information

1.1 Purpose

The State of New Mexico, General Services Department, State Purchasing Division (Lead State) is requesting proposals for **Managed Print Services (MPS)** in furtherance of the NASPO ValuePoint Cooperative Purchasing Program. The purpose of this Request for Proposals is to establish Master Agreements with qualified offerors to provide **Managed Print Services. ~~for all Participating States.~~ Offerors must have the capability to provide MPS to all Participating States and entities nationwide. No individual state awards will be considered.** The objective of this RFP is to obtain best value, and in some cases achieve more favorable pricing, than are obtainable by an individual state or local government agency because of the collective volume of potential purchases by numerous state and local government entities. It is intended that the State's goal is to reduce print; therefore, as prints are reduced the cost for prints will remain the same.

Leasing, renting or purchasing equipment is not allowed throughout the term of this contract. Awarded Offeror may place equipment; however, Awarded Offeror shall not charge for the cost of equipment, only costs for MPS are allowed. Awarded Offeror is responsible for removal of placed equipment at the end of the individual MPS engagement.

The Master Agreement(s) resulting from this procurement may be used by state governments (including departments, agencies, institutions), institutions of higher education, political subdivisions (i.e., colleges, school districts, counties, cities, etc.), the District of Columbia, territories of the United States, and other eligible entities subject to approval of the individual state procurement director and compliance with local statutory and regulatory provisions. The initial term of the master agreement shall be one (1) year with renewal provisions as outlined in the NASPO ValuePoint Master Terms and Conditions (Attachment A).

It is anticipated that this RFP may result in Master Agreement awards to multiple contractors, in the Lead State's discretion.

This RFP is designed to provide interested Offerors with sufficient information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are encouraged to expand upon the specifications to add service and value consistent with state requirements.

This will be a new Master Agreement for the State of New Mexico and NASPO ValuePoint.

1.3 Definitions

The following definitions apply to this solicitation. Attachment A also contains definitions of terms used in this solicitation and the NASPO ValuePoint Master Agreement Terms and Conditions.

“**Business Hours**” means 8:00 AM thru 5:00 PM **Monday through Friday**.

“**Subcontractors**” means a third party, not directly employed by the Awarded Offeror, who will provide services identified in this RFP. Awarded Offeror’s authorized subcontractors must be certified by the Awarded Offeror to offer and perform MPS. This term encompasses “Value Added Resellers (VARs), Distributors, Local Dealers, Partner, Franchise, etc.”

SECTION 2: Conditions Governing the Procurement

2.1 Schedule of Events

The Procurement Manager will make every effort to adhere to the following schedule:

Action	Responsible Party	Due Dates
1. Issue RFP	Lead State	August 7, 2015
2. Acknowledgement of Receipt	Potential Offerors	August 17, 2015
3. Pre-Proposal Conference	Lead State	August 24, 2015
4. Deadline to submit Questions	Potential Offerors	August 31, 2015 September 8, 2015
5. Response to Written Questions	Lead State Procurement Manager	September 16, 2015 September 18, 2015
6. Proposal Due	Potential Offerors	October 14, 2015 No later than 3:00 pm
7. Evaluation and Award	Evaluation Committee	October 15, 2015 – November 20, 2015
8. Selection of Finalists	Evaluation	November 20, 2015

	Committee	
9. Oral Presentation(s)/ Best and Final Offers	Finalist Offerors	Will not be held
10. Finalize Contractual Agreements	Lead State/Finalist Offerors	November 23, 2015 – December 31, 2015
11. Contract Awards	Lead State/ Finalist Offerors	January 29, 2016 – Upon approval
12. Protest Deadline	Lead State	+15 days

All times are Mountain Time unless indicated otherwise.

3.5 Prime Contractor Responsibility

Any contractual agreement that may result from this RFP shall specify that the prime contractor is solely responsible for fulfillment of all requirements of the contractual agreement with a procuring agency which may derive from this RFP. **The procuring agency entering into a contractual agreement with a vendor may allow invoicing and billing through the Awarded Offerors authorized subcontractors. ~~will make payments to only the prime contractor.~~**

5.4.9 Cost (See Table 1)

The Lead State will use a weighted average formula. The points assigned to each offerors cost proposal will be based on the lowest proposal cost. The offeror with the lowest Proposed Cost will receive 100% of the cost points. All other offerors will receive a portion of the total cost points based on what percentage higher their Proposed Cost is than the Lowest Proposed Cost. An offeror whose Proposed Cost is more than double (200%) the Lowest Proposed Cost will receive no points. ~~The formula to compute the points is:~~ **[the previous formula is deleted]**

~~Prices listed in the MPS Base Service Cost Form and the Click Charges Cost Form will be combined for one total cost for each form. Total cost for each form will be used in the formula below.~~

~~The evaluation of each Offeror's cost proposal will be conducted using the following formula:~~

$$\left(\frac{\text{Lowest Responsive Total Cost}}{\text{This Offeror's Total}} \right) \times \text{Available Award Points}$$

Attachment B: Scope of Work

As defined by Gartner, Managed Print Services (MPS) is a generic Gartner term for a service offered by an external provider to optimize or manage a company's document output to meet certain objectives, such as driving down costs, improving efficiency and productivity, or reducing the IT support workload. Under MPS, a service provider takes primary responsibility for meeting the customer's office printing needs, including the printing equipment, supplies, services, and the overall management of the printer fleet.

During the term of this contract, Awarded Offeror may request to add new technology for MPS within the original scope of work. Any new technology must be approved by the Lead State Contract Administrator.

Offeror must be able to provide all services listed below to be considered responsive. ~~The MPS components may include the following:~~

1. consulting and project management;
2. assessments;
3. monitor and manage Procuring Agency's fleet,
4. service level agreement, reporting and invoicing;
5. software;
6. implementation;
7. training;
8. change management plan;
- ~~9. content document management and workflow process;~~
- ~~10. security services;~~
9. helpdesk/customer service;
- ~~10. value added services~~

The Procuring Agencies will have the option to select which MPS components will be included in their MPS engagement.

Offerors Instructions

Offerors shall respond in the form of a **detailed narrative** describing how your company meets or exceeds each specification, unless otherwise instructed. Marketing materials, links and statement of concurrence will not be accepted as a response to the requirements and may be rejected.

All services below are considered general MPS services and will be included in the base price **as selected by the procuring agency's individual MPS engagement.**

1. Consulting and Project Management

Consulting and project management services are considered services that help organizations improve their print performance, development of plans and schedules for improvement, change management, technology implementation, and strategy development.

2. Assessments

Offerors shall provide two (2) actual samples of varying sizes for public customer's assessment and describe how they were implemented.

2.1. Initial Assessment

Offerors must provide, at a minimum, an initial no cost assessment. An Initial Assessment does not guarantee an Awarded Contractor a Procuring Agency contract. An Initial Assessment shall include a review of the current print environment providing recommendations for a rationalized print environment and provide an estimate of potential future savings. This no cost assessment may occur as a part of a Vendor's proposal to offer Managed Print Services, or may occur after contract award.

The initial assessment must contain the minimum requirements listed below must identify all software and all associated costs proposed:

- a. Document Workflow Assessment;
- b. Procuring Agency's future needs versus current practices;
- c. Identify cost of services, supplies and parts for fleet (exclude paper and staples);
- d. Identify current equipment output and Total Cost of Ownership including phone line charges for fax functionality, toner purchases, time and material calls, service agreements;
- e. Identifying user-to-device ratio with right device, right location and right functions;
- f. Preliminary estimated cost savings and efficiencies;
- g. Employee productivity improvements;
- h. Environment impact analysis;
- i. Documented security assessment;

3. Monitor and Manage Procuring Agency's Fleet

Offerors must describe how they will monitor and manage print devices to include:

- a. Network access
- b. Fleet configuration and utilization

- c. Multi-vendor Support and Maintenance: Management of legacy owned devices including parts, labor and supplies, installing, moving, and changing;
- d. Removing and disposing of devices, including recycling programs;
- e. Remote monitoring and management of all print devices for use in the management and reporting of consumable spend, break/fix, technical support and the improvements of efficiencies for supplies and/or cost reductions. Monitoring fleet performance and cost saving opportunities. Include how your organization performs meter collection for those devices that are not networked.
- f. Continual optimization of print output environment, regardless of printer brand, business process reviews to ensure that the procuring agency's objectives are being met.
- g. Innovative ways your organization helps eliminate unnecessary printing; reduce carbon footprint usage, waste, or "green spend", etc.
- h. On-going Assessment: Offerors must provide a regular On-going Assessment to evaluate the procuring agency's identified objectives outlined in the initial assessment. The On-going Assessment shall include but not limited to continuous process improvement, and business reviews such as; device utilization, fleet performance, cost saving opportunities, department/site usage, green spend, consumables monitoring report, remote management, service level agreement monitoring and etc. The frequency of the On-going Assessment will be either on a quarterly or semi-annual basis and will be identified in the Participating Addendums.

4. Service level agreements, reporting and invoicing

At a minimum, the following reports will be required:

- a. ensure SLA compliance and support;
- b. device performance;
- c. device inventory detail;
- d. helpdesk call-log detail;
- e. incident detail per device;
- f. meter volume metric;
- g. consumable spend and detail;
- h. line item billing detail;
- i. total output of each device

Additional reporting maybe required and addressed at the Procuring Agency level.

Offerors are to clearly define their different billing reports available for Procuring Agencies.

5. Software

Offerors must list and describe all software ~~that may be~~ required to perform MPS. At a minimum describe:

- ~~a. Print management software to manage the volume and nature of print and authenticate the users;~~
- a. Device management software to monitor and manage the print devices in an environment on-site and remotely;
- ~~c. Scan routing software to route scans to various destinations including fax servers, network folders and email;~~
- b. Discovery and design software to analyze and plan for the change required in implementing MPS;
- ~~e. Mobile device printing software;~~
- ~~f. Provide an overview of additional software that is utilized in your MPS offering if different than above items;~~
- ~~g. Rules based software;~~
- ~~h. job based accounting software;~~
- c. Security Services; Offerors must describe how its technologies will guarantee security solutions such as; intrusion detection, device security integration, user authentication, secure document release, document privacy, securing data, protecting content integrity, job tracking (document in transit and at rest), printed documents, network security, security compliance and audit services including cloud access.
- d. Offerors must also describe their device hard drive security procedures as defined in US Department of Defense (DoD) 5220.22-M.

6. Implementation

Offeror's narrative shall describe in detail what is included in their typical implementation plan and show how their analysis, assessment, and planning come together for delivery of recommended solution to meet the Procuring Agency's goals.

7. Training

Offerors must describe their approach to ensure Procuring Agency's employees are well-trained to maximize the managed print solutions. Offerors training plan shall describe course materials and types of training available (targeted, web based, on-site, one-on-one, etc.) for both Initial and On-Going training.

8. Change Management Plan

Offerors must describe in detail all aspects of their change management plan.

~~9. Content Document Management and Workflow Process~~

~~Offerors must describe their scanning and document capture services to include~~

~~document content document management solutions, storage, pull printing and workflow optimization components.~~

10. Security Services;

~~Offerors must describe how its technologies will guarantee security solutions such as; intrusion detection, device security integration, user authentication, secure document release, document privacy, securing data, protecting content integrity, job tracking (document in transit and at rest), printed documents, printing from mobile devices, pull printing, content management, imaging and printing fleets, network security, security compliance and audit services including cloud access.~~

~~Offerors must also describe their device hard drive security procedures as defined in US Department of Defense (DoD) 5220.22-M.~~

9. Helpdesk/Customer Service

Offeror must describe in detail the process used to ensure adequate service representatives will be available during the Procuring Agency's regular business hours.

Offeror must describe procedures for addressing and resolving customer problems, complaints, and issues. The narrative should include expected response time after initial contact to the help desk, timelines and escalation measures to resolution.

12. Value Added Services

Value added section are desirables and will not be evaluated and will not be assigned points. If Participating States or Procuring Agencies choose to add these services, the Awarded Offeror will be held to any costs proposed for that value added service.

Offeror should describe any value added services such as but not limited to:

- onsite print center, including staffing;
- ~~introduction of new technology as it becomes available for MPS;~~
- options for on-site full-time and/or part-time staff for MPS;
- ~~additional software or licensing components of any services not provided within the base service such as mobile device printing; printing from mobile devices, pull printing, content management, imaging and printing fleets,~~
- customized reports;
- other recycling programs;
- print management software to manage the volume and nature of print and authenticate the users;
- scan routing software to route scans to various destinations including fax servers, network folders and email;

- mobile device printing software;
- provide an overview of additional software that is utilized in your MPS offering if different than above items;
- rules based software;
- job based accounting software;
- content Document Management and Workflow Process;
- pull printing.

~~Value added section are desirables and will not be evaluated and will not be assigned points. If the State chooses to add these services, the Vendor will be held to any costs proposed for that value added service.~~

Attachment C: Cost Forms

Managed Print Services will be based on a Monthly Base Service Rate (MBSR) and a Monthly Click Rate (MCR). The Monthly Base Service Rate will include the components listed in Attachment B, Scope of Work; the components are also listed in the table below. The MBR may decrease depending on the base components required by each Procuring Agency (PA) but will not be more than the MBR that is proposed by the Offeror.

The MCR will include costs for supplies. The MCR may decrease depending on actual information at each PA but will not be more than the MCR that is proposed by the Offeror. The MCR may also decrease as new technology is introduced into the PA's environment at which the Awarded Offerors are to work with the PAs to reduce the MCR charged.

Offerors may include Value Added Services (VAS) and associated costs for the VAS that are **not** captured in the base rate or click rate. VAS and associated costs shall only be listed in Item 3, below. Offerors will be held to any rates stated in this section.

1. Monthly Base Service Rate

Offeror must provide costs for each component of managed print services defined within this RFP. For specific MPS services, Offerors must provide a maximum monthly base rate for MPS components listed in table below. The maximum monthly base rate proposed should not include state gross receipt tax or local taxes. Taxes will be included as part of the awarded Master agreement and Participating Addendums but may not be included in the maximum hourly rate proposed.

MBSR will be based on size of engagements as defined below:

	<u>Type of Engagements</u>		
	<u>Small</u>	<u>Medium</u>	<u>Large</u>
<u>Single Function Devices</u>	<u>up to 100</u>	<u>>101 and ≤300</u>	<u>≥ 301</u>
<u>Multi-function devices</u>	<u>up to 114</u>	<u>> 115 and ≤ 200;</u>	<u>≥ 205</u>

MPS Base Service Cost Form

MPS Base Service Components	Per Hour	Per Unit
Consulting & Project Management	\$	
Assessments		\$
Monitor and Manage Procuring Agency's Fleet		\$
SLA, Reporting and Invoicing		\$
Software		
Device management software		\$
Discovery and design software		\$
Security Services		\$
Device hard drive security		\$
Implementation		\$
Training		\$
Change Management Plan		\$
Content Document Management and Workflow Process		
Security Services		
Helpdesk/Customer Service		\$

All services included in the base components are not to exceed maximum monthly base rate; however, base rates may be negotiated at a lower rate based on MPS base components requested.

2. Click Charges

Click Charges will include supplies and will be billed in arrears on a monthly basis. Offerors must submit its maximum click charge for each segment listed by each service zones, and environment.

[The previous Click Charges Cost Form has been deleted and replaced with the following table]

Click Charges Cost Form						
Device Type	Pages per minute					
	0 - 30	31 - 60	61 - 90	91 -120	121 - 150	151+
Single Function Mono	\$	\$	\$	\$	\$	\$
Single Function Color	\$	\$	\$	\$	\$	\$
Multi-Function Mono	\$	\$	\$	\$	\$	\$
Multi-Function Color	\$	\$	\$	\$	\$	\$

Prices quoted above must be Original Equipment Manufacturer (OEM) supplies. Procuring agency may choose to use compatible supplies at a lower cost.

3. Value Added Service*

Offerors may provide ~~costs for~~ Value Added Services ~~listed below~~ and/or list ~~additional Value Added Services with~~ associated costs as illustrated in chart below. For each value added service, Offerors must provide a detailed narrative describing the service that will be provided.

Value Added Services Cost Form

Value Added Service	Per Hour	Per Unit	Per Seat
Onsite print center, including staffing	\$	\$	\$
Introduction of new technology as it becomes available for MPS	\$	\$	\$
Options for on-site full-time and/or part-time staff for MPS	\$	\$	\$
Additional software or licensing components of any services not provided within the base service such as mobile device printing	\$	\$	\$
Customized reports	\$	\$	\$
Other recycling programs	\$	\$	\$
After hour rate for MPS (Monday – Friday)	\$	\$	\$
Weekends	\$	\$	\$
Holidays	\$	\$	\$
Print management software to manage the volume and nature of print and authenticate the users	\$	\$	\$
Scan routing software to route scans to various destinations including fax servers, network folders and email	\$	\$	\$
Mobile device printing software	\$	\$	\$
Provide an overview of additional software that is utilized in your MPS offering if different than above items	\$	\$	\$
Rules based software	\$	\$	\$
Job based accounting software	\$	\$	\$
Content Document Management and Workflow Process	\$	\$	\$

Pull printing	\$	\$	\$
List additional Value Added Services below			
	\$		
	\$		
	\$		

* Value added section are desirables and will not be evaluated and will not be assigned points. If the **Participating State or procuring agencies** choose to add these services, the **Awarded Offeror Vendor** will be held to any costs stated.