

**STATEMENT OF WORK (SOW)
FOR
Managed Print Services**

Public Utility Commission

June 13th, 2017

Appendix D
Statement of Work (SOW) for Managed print services
Engagement Name
Customer Name

1 Introduction

The purpose of this request is to solicit Managed Print Services from selected contractors on their business class line of products. The solution is to include all equipment, toner, preventative maintenance (parts & labor), remote and onsite support for the term of the contract for the efficient management and operation of office printing, scanning and fax needs throughout the offices of the Public Utility Commission (PUC).

PUC has the need for various types of office printing, scanning and fax equipment. The types range from color “print only” network printers, color multi-function network printers and high volume / high capacity multi-function network printers. PUC is looking to evaluate the efficiency and the cost of a complete managed print services solution. This solution should also include any cost cutting recommendations.

The PUC seeks managed print services to replace the existing managed service contract that expires August 31st, 2017. The new managed service must be in place, tested and ready to support the agency’s operational needs no later than August 28th 2017.

PUC is soliciting for the following equipment or Equal Value. If providing an alternate product, vendor is responsible for providing all necessary comparison documentation to demonstrate that such item meets or exceeds specifications of the referenced product.

PUC requests that proposal be sent in for consideration NLT June 26, 2017, 12 PM CT

2 Scope

Based on the agency’s historical usage, planned usage and growth and division input we anticipate needing the following equipment and services.

Equipment:

- Three (3) Machines
Model Xerox WC5865
Standard functions: Copy, Email, Print, Scan
Copy/print speed: up to 65 ppm
Duty cycle: Up to 250,000 images/month¹
Connectivity: 10/100/1000 BaseT Ethernet, High-Speed USB 2.0 direct print
Controller features: Configuration Cloning, Online Support, Remote Control Panel, and Unified Address Book
Hard drive: 250 GB (min)
Processor: Dual-core 1.02 GHz
Device memory: 2 GB max
- Four (4) Machines
Model: Xerox WC5945
Standard functions: Copy, Email, Print, Scan
Print speed: up to 45 ppm
Duty cycle: Up to 175,000 images/month¹

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- Maximum print resolution: 200 x 1200 dpi
- Three (3)
 - Model: Xerox WC7830
 - Standard functions: Copy, Email, Print, Scan
 - Copy/print speed: Color: up to 30 ppm, Black: up to 30 ppm
 - Duty cycle: Up to 90,000 images/month¹
 - Maximum print resolution: 1200 x 2400 dpi
- One (1) machine
 - Model: Xerox Color C60/C70 Printer
 - Standard Capabilities: Print, Copy, Scan, Preview, Email
 - Rated speed: C70: 70 ppm color, 75 ppm black
 - C60: 60 ppm color, 65 ppm black
 - Recommended average monthly volume: 10,000 - 50,000 pages per month

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

The response shall include the following:

1. One on-site spare MFP to replace a malfunctioning machine until repaired. This is to be provided at no cost to the agency.
2. PUC wants the ability to add additional machines at a negotiated rate during the contract period. PUC retains the right to reduce the number of machines during the contract period with no penalty.
3. PUC expects either a flat monthly fee per machine or that each machine will have a print volume threshold before any per print charges do occur. In addition, PUC would like to see pricing to include black & white pooled and color allowances. Vendor to propose most cost effective solution for PUC.
4. Regular maintenance and pro-active replacement of consumable supplies for all prints.
 - Published preventative maintenance schedule for each machine
 - Routine / predictive failure parts / consumables to be maintained on-site
5. PUC expects the machines to be easy to use by the average consumer and that the vendor will provide some consumer training.
6. The machine should allow for job changes from the machine console as well as the PC.
7. Call Center for end user service calls and issues

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8. Timeline for implementation including an option to gradually phase in service. Current contract expires on August 31st, 2017, new service to be available no later than August 28th, 2017.
9. Implementation and management of administrative settings (i.e. default to PIN printing, B&W, Duplex, etc.)
10. Same business day service before 4:30 pm on calls placed before 12 noon
11. Next business day service, before noon, on calls made the afternoon of the previous business day
12. 24/7 web-based support
13. Maintenance includes all supplies, parts and service
14. Account management and technical support in the Austin, Texas area
15. Monthly on-site account management meeting with agency stakeholders
16. Detailed pricing / costs to implement proposal
17. Minimum term of 4 years with agency option for two one year extensions
18. The vendor should provide tools or enable print services that provide the following capabilities:
 - Live Metrics, per printer and in summary, available online
 - 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 network logon (Badge swipe) to print / some machines / users may default to non-secure print.
 - End users to be able to customize their default print options from the PC

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

The evaluation and award shall be based on:

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