



Request for Proposal

Outsourced Managed Print Services

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Request for Proposal (RFP) Managed Print Services

Northeast Iowa Area Agency on Aging, Inc. (NEI3A) invites responses to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide print device managed services to NEI3A over a 3-year period, beginning on or before February 4, 2023. Following the initial term, there is a possibility to renew this contract for multiple 1-year terms. NEI3A current managed print service contract with current vendor is to expire February 5, 2023.

Introduction to NEI3A

NEI3A is a private non-profit agency serving 18 counties in Northeast Iowa. NEI3A provides and coordinates services for older persons, persons with disabilities, and their caregivers. These services include home delivered meals, congregate meals, options counseling, information and assistance, health promotion, public education and outreach, elder abuse prevention and awareness, and caregiver support. Additionally, NEI3A administers two national grants that provide technical services for Senior Medicare Patrol (SMP) and Senior Health Insurance Information Programs (SHIP).

NEI3A is seeking managed print services for printers located in office locations and work from home locations. We project to need approximately 18 print devices across our footprint. In the last 24 months printing totals have been approximately 18,000 to 20,000 pages per month black and white 5,000 -6,000 per month color.

Goals

- Contract with one vendor to provide equipment, supplies and service for all print devices throughout our 18-county service area: Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, Winneshiek.
- Ensure high quality customer service and responsiveness for toner, supplies, repairs and maintenance.
- Reduce costs through consolidating printing devices and volume and implement other cost saving methods.
- Due to the governmental nature of funding, if the cost of managed print services is dependent on the number devices deployed, the cost of service may be adjusted based on the number of devices in use by NEI3A.

Overview of Current NEI3A Technical Environment

- Currently, Bob Schaffer oversees IT environment with technical support provided by third party vendor, BerganKDV, who provides managed IT services.
- Like many businesses since the coronavirus pandemic occurred in 2019, NEI3A workforce has changed with many employees working remotely. This has resulted in NEI3A's need to re-evaluate printing for remote staff. Currently we have 54 employees total, with a mixture of full time and hybrid schedules working from either regional office, at home or in various senior center/meal sites across our 18 counties.
- NEI3A has 1 on site server that is backed up remotely to a cloud storage service
- NEI3A operates in a PC environment.
- NEI3A operates in a Microsoft Office 365 environment.

- Many employees carry mobile cell phone devices. Currently we operate a fleet of approximately 41 cell phones running on both iPhone and android operating systems.

Scope

- Review current print device distribution and recommend managed solutions across offices in 18 counties, taking in account remote staff and desire to reduce the number of print devices.
- The managed print agreement with the vendor will include print devices, toner, supplies, service and parts necessary for maintaining functionality of all contracted print devices.
- The vendor will provide a project manager that will coordinate initial set-up of print devices at all office locations.
- The vendor will provide a dedicated account manager.
- The vendor will provide a device support desk for service calls.
- The vendor will aid in the return of current print devices to leasing company to the address they designate.
- The vendor will provide certified technicians to all NEI3A offices for onsite technical support as needed.
- The vendor will provide proactive maintenance and guarantee service within the agreed amount of time.
- The vendor will provide device monitoring to automate print device fleet management.
- The vendor will provide a summary and detailed monthly reports of device usage.
- The vendor will provide device training to staff where devices are deployed.
- Vendor will coordinate with NEI3A managed IT service vendor, Bergan KDV, in support of NEI3A technology environment.

Vendor Qualifications

The preferred vendor will have successfully provided managed print services for a non-profit organization with multiple device locations.

Selection Criteria

NEI3A will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major areas that will be evaluated.

- Managed print services expertise.
- Demonstrated quality customer service and support.
- Previous experience serving multi-location accounts.
- Vendor strength and stability.
- Robust account management and reporting capabilities.
- Financial considerations.

Response Contents and Format

Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the evaluation of your proposal.

Information Requirements

For the purposes of understanding your company and your ability to successfully fulfill the requirements of this RFP, please provide the information below as part of your response, clearly referencing each specific question.

Corporate Information

1. Give a brief overview of your organization's involvement in providing value added managed print services to non-profit organizations within our 18-county area.
2. How long has the organization been in the managed print services business.
3. Where is your office(s) located in Iowa?
4. Provide an organization chart.
7. Describe your organization's approach to account management.
8. Describe how your organization will assist in NEI3A disaster recovery efforts related to managed print services, if needed.
10. Describe any software or hardware vendors that you are designated as an official distributor.
11. What differentiates your organization from your competitors in the marketplace and how will this benefit NEI3A?
12. Describe if your organization plans to subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
13. Please provide details of three current customer accounts that are similar in scope and requirements to those of NEI3A and provide reference information.
14. Please describe any services included in the scope of this RFP that would not be included in your proposal.

Proposed Approach and Solution

Please provide a proposed work plan for a migration to your organization as a NEI3A preferred vendor. Specifically, provide the following information:

1. Key activities.
2. Timing.
3. Information/resource requirements from NEI3A.
4. Deliverables.
5. Key milestones, checkpoints, and other decision points.
6. NEI3A elect to move forward with your organization, what NEI3A resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?

Support

1. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
2. Please provide details of your standard reporting capabilities.
4. What options are available for user training and technical training that may be required by our staff?
5. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how will this information be shared with NEI3A?

Pricing

1. Describe key factors that compose quoted price.
2. Due to the governmental nature of funding that may affect NEI3A staffing, it is important that NEI3A has some flexibility in the number of devices in use and the corresponding price. adjustments, on either a quarterly or semi-annual basis. Please provide an example of how the organization may achieve pricing flexibility, including addition and removal of devices from fleet
3. Fees for initiation of service.
4. Ongoing monthly fees.
5. Project or implementation fees.

Communications and Response

Bob Schaffer is the designated NEI3A representative. For any information or questions concerning this RFP, please direct all inquiries to his contact information found below:

Bob Schaffer
NEI3A
bschaffer@nei3a.org
319 874 6846

Notification of Intent to Respond and Clarification Questions

Please indicate your intention to respond, by email, to the above email address by the Intent to Respond and Questions Due date outlined in the Key Dates table below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP. Answers will be provided to all respondents by the Answers Provided date.

Response Delivery Instructions

Please submit an electronic copy of your proposal to the email address indicated in the Communications and Response section above. All responses must be received on or before the close of business (5:00 pm CT) on the Proposals Due date indicated in the Key Dates table below.

Key Dates

Event	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Notice of Decision no later than
Date	09/12/22	9/23/22	09/30/22	10/21/22	011/14/22
Time	1700	1200	1700	1700	1700

No Obligation

The submission of a proposal shall not in any manner oblige NEI3A to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.

Agreement of Non-Disclosure

This document is proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of NEI3A solely for the benefit creating a response to this proposal.

No Guarantee

NEI3A makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

The below listed are the print devices and function necessary at the designated location per an employee survey that NEI3A anticipates continuing as part of a managed print service agreement.

Printer Type Needed	Location	Staff Print to Device	Current Print Device /Model
Black and White/ Color/ Scan	Maquoketa – Meal Site 1000 E QUARRY ST	Shannon Weber	HPI W1A79A#BGJ (M479FDN)
Black and White/ Color/ Scan	West Union – Telework 2 4094 MUSKRAT RD	Katie Seitz	HPI W1A79A#BGJ (M479FDN)
Black and White/ Color (Scan, Copy)	Marshalltown- Regional Office 123 W MAIN ST	Brittney Brown, Rose McClure, Jill Stumberg, Cara Ferch	HPI W1A79A#BGJ (M479FDN)
Black and White/ Color (Scan, Copy)	Waverly – Office 203 1ST AVE NE	Kristi Shannon	HPI W1A79A#BGJ (M479FDN)
Black and White/ Color (Scan, Copy) PIN Enabled	Dubuque – Office 2728 ASBURY RD	Stacie Speirs, Cathie Sieckman, Carol Hughey, Amy Cameron, Coleen Lawler	HPI X3A70A (E72525Z- E72530Z-E72535Z)
Black and White/ Color	Iowa City – Telework 2816 BROOKSIDE DR	Ginny Paulson	HPI W1A79A#BGJ (M479FDN)
Black and White	Pleasantville – Telework 301 E BROADWAY	Dick Harmon	HPI W1A53A#BGJ (M404DN)
Black and White/ Color/ Scan	Waterloo – Telework 3915 BRADLEY RD	Megan Zimmerman	HPI 3GX98A (E55040DW)
Black and White/ Color (Scan, Copy) Envelopes PIN Enabled	Waterloo – Office 3840 W 9TH ST	Vicki Hyke, Lana Oltrogge, Janet Buls, Anne Marie Kofta, Lori Workman, Lisa Wetzel, Bob Schaffer, Greg Zars, Jan Robinson, Anna Williams, Fiko Kudic, Hannah Thomas, Missy Anders, Janna Diehl	HPI X3A70A (E72525Z- E72530Z-E72535Z)
High Quality Color Printer	Waterloo Office 3840 W. 9 th Street	Vicki Hyke	HPI 3GX98A (E55040DW)

Printer Type Needed	Location	Staff Print to Device	Current Print Device /Model
Black and White/ Color /Scan	Cedar Falls 528 Main Street.	Elise Bovy	HPI W1A79A#BGJ (M479FDN)
Black and White	Decorah – Office 607 WASHINGTON ST	Shira Streeter	HPI W1A53A#BGJ (M404DN)
Black and White	Decorah – Office 607 WASHINGTON ST	Alyce Schaller	HPI W1A53A#BGJ (M404DN)
Black and White/ Color	Grundy Center – Office 705 F AVENUE	Jill Stumberg, Brittny Brown, Cara Ferch, Deb Peska	HPI W1A79A#BGJ (M479FDN)
Black and White/ Color	Tama – Meal Site 705 F AVENUE	Deb Peska	HPI W1A79A#BGJ (M479FDN)
Black and white/ Scan / color	100 Randall Street, Decorah, IA	Mike Donohue	No model currently assigned.
Black and White/ Color scan/ copy PIN Enabled	607 Washington Street, Decorah, IA	Kelly Kuennen, Kindra Fritz, Kristi Wiltgen, Lindsay Bulman, Marilyn Zweibahmer, Sally Leibold, Patty Scholtes, Mike Donohue	HPI 3GY26A#BGJ (E57540C)

Full List of Devices in Current Fleet

Make/ Model	Location: City	Location Street Address
HPI X3A70A (E72525Z-E72530Z-E72535Z)	IA, WATERLOO	3840 W 9TH ST
HPI X3A70A (E72525Z-E72530Z-E72535Z)	IA, DUBUQUE	2728 ASBURY RD
HPI 3GY09A#BGJ (E60155DN)	IA, WATERLOO	3840 W 9TH ST
HPI 3GX98A (E55040DW)	IA, WATERLOO	3840 W 9TH ST
HPI 3GX98A (E55040DW)	IA, WATERLOO	3840 W 9TH ST
HPI 3GX98A (E55040DW)	IA, WATERLOO	3915 BRADLEY RD
HPI 3GY26A#BGJ (E57540C)	IA, WATERLOO	3840 W 9TH ST
HPI 3GY26A#BGJ (E57540C)	IA, DECORAH	607 WASHINGTON ST
HPI 3GY26A#BGJ (E57540C)	IA, DUBUQUE	2728 ASBURY RD
HPI W1A79A#BGJ (M479FDN)	IA, IOWA CITY	2816 BROOKSIDE DR
HPI W1A79A#BGJ (M479FDN)	IA, WATERLOO	3840 W 9TH ST
HPI W1A79A#BGJ (M479FDN)	IA, WATERLOO	3840 W 9TH ST
HPI W1A79A#BGJ (M479FDN)	IA, INDEPENDENCE	400 5TH AVE NE
HPI W1A79A#BGJ (M479FDN)	IA, DYERSVILLE	623 3RD ST SE
HPI W1A79A#BGJ (M479FDN)	IA, WATERLOO	3840 W 9TH ST
HPI W1A79A#BGJ (M479FDN)	IA, WAVERLY	203 1ST AVE NE
HPI W1A79A#BGJ (M479FDN)	IA, WEST UNION	24094 MUSKRAT RD
HPI W1A79A#BGJ (M479FDN)	IA, MAQUOKETA	1000 E QUARRY ST
HPI W1A79A#BGJ (M479FDN)	IA, DUBUQUE	1780 WHITE ST
HPI W1A79A#BGJ (M479FDN)	IA, CEDAR FALLS	528 MAIN
HPI W1A79A#BGJ (M479FDN)	IA, GRUNDY CENTER	705 F AVENUE
HPI W1A79A#BGJ (M479FDN)	IA, BELLEVIEW	1700 STATE ST
HPI W1A79A#BGJ (M479FDN)	Marco Storage	Formerly Sumner
HPI W1A79A#BGJ (M479FDN)	IA, TAMA	900 E 5TH ST
HPI W1A79A#BGJ (M479FDN)	IA, MARSHALLTOWN	123 W MAIN ST
HPI W1A79A#BGJ (M479FDN)	Marco Storage	Formerly Tama
HPI W1A79A#BGJ (M479FDN)	IA, WATERLOO	1224 LYON AVE
HPI W1A79A#BGJ (M479FDN)	IA, TAMA	900 E 5TH ST
HPI W1A29A#BGJ (M428FDN)	IA, WATERLOO	3840 W 9TH ST
HPI W1A53A#BGJ (M404DN)	IA, DECORAH	607 WASHINGTON ST

HPI W1A53A#BGJ (M404DN)	IA, GLADBROOK	701 5TH ST
HPI W1A53A#BGJ (M404DN)	IA, WATERLOO	3840 W 9TH ST
HPI W1A53A#BGJ (M404DN)	IA, DECORAH	607 WASHINGTON ST
HPI W1A53A#BGJ (M404DN)	IA, DUBUQUE	2728 ASBURY
HPI W1A53A#BGJ (M404DN)	IA, DECORAH	303 E BROADWAY ST
HPI W1A53A#BGJ (M404DN)	IA, MARSHALLTOWN	108 N CENTER ST
HPI W1A53A#BGJ (M404DN)	IA, WATERLOO	3840 W 9 th ST.
HPI W1A53A#BGJ (M404DN)	IA, WATERLOO	3840 W 9TH ST
HPI W1A53A#BGJ (M404DN)	IA, WATERLOO	3840 W 9TH ST
HPI W1A53A#BGJ (M404DN)	IA, DUBQUE	2728 ASBURY RD
HPI W1A53A#BGJ (M404DN)	IA, WATERLOO	3840 W 9TH ST
HPI W1A53A#BGJ (M404DN)	IA, WATERLOO	907 MEADOW LN