



State of Washington  
DEPARTMENT OF ENTERPRISE SERVICES  
Office of State Procurement  
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<http://www.des.wa.gov>

## Request for Proposal (RFP)

### Managed Print Services (MPS)

### Washington State Department of Natural Resources (DNR)

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## **BACKGROUND**

The Washington State Department of Natural Resources (DNR) is an agency within Washington State government with approximately 1,200 employees. Our main campus is in Olympia, with Region offices and Work Centers as shown below. Four additional work centers (Marine Station, Seed Orchard, Nursery, and Compound) are located in and around Tumwater and Olympia.

DNR currently manages its copy and print operations. DNR uses desktop and shared printers, copiers, multi-function all-in-one-devices (copier/printer/fax/scanner) as well as standalone printers, fax, plotters, and scanners. Most printers, faxes, plotters and scanners are owned by the agency. Most large multi-function devices are leased. Toner and maintenance are included in the monthly cost for rented/leased equipment. DNR provides all paper and installs the toner in the machines as needed. Break fixes and maintenance on DNR owned devices are handled by Internal Service Desk staff, if possible. Otherwise DNR uses an outside vendor for the repair.

Many of the printers, copiers, plotters and scanners are end of life and need to be replaced with newer equipment to take full advantage of changing technologies. This would allow DNR to streamline printing and copying practices for greater efficiency and sustainability, use print assets more effectively, measure and contain costs, gain control over the agency's printed output, and increase information security.

Managed Print Services (MPS) includes equipment and services required to manage imaging output that may include printing, scanning, copying, and fax devices in a system that monitors and reports status, needs, and usage trends on a regular basis. Services are to include, but are not limited to creating a business plan solution that incorporates recommendations for each existing piece of equipment (including removing, retirement, recycling and, disposal) and replacement as necessary. DNR will be responsible for the disposal of any state-owned equipment. The plan should include the strategic replacement of any out of warranty equipment, equipment that is not Windows 7 (and eventually Windows 8) compliant, or broken equipment. The plan may be phased to allow for an orderly progression of the remaining equipment to the new output environment. The plan should take into consideration the usage and floor plan for the equipment. The goal is to determine the most desirable and logical approach for moving forward in a way that enables the DNR to enjoy a modern and robust printing, scanning and copying environment that supports consolidation and optimization from technical, financial, security and environmental perspectives.

### **1. SCHEDULE OF EVENTS**

The Schedule of Events is as follows. All times listed in Pacific Time. The DNR reserves the right to revise the Schedule or other portions of this RFP as necessary. Any changes will be by written amendment and made part of this solicitation document. The DNR's response to Bidder questions will be considered an amendment. All amendments will be posted to WEBS.

<b>Description</b>	<b>Date</b>
Solicitation Posted in WEBS	11/26/2012
Bidder Questions Due in Writing to Procurement Coordinator no later than 5:00 pm Pacific Time	12/10/2012
Responses To Questions via Contract Amendment posted in WEBS	12/19/2012
Initial Site Walkthroughs 1) NRB Walkthrough (12/20, 8:30-1:00, Room 362/363) 2) Start at NRB (12/21, 8:30, Room 362/363), receive instructions and finish walkthroughs	12/20-21/2012
Bids Due (5:00 pm Pacific Time)	1/18/2013
Anticipated Date for Evaluation	1/22/2013
Anticipated Announce Apparently Successful Proposer	2/8/2013
Contract Negotiations Begin	2/11/2013
Anticipated Award Date	2/26/2013

## 2. CONTRACT TERM

The resulting agreement for Managed Print Services will have an initial term of three (3) years with the option to extend for up to four (4) additional one (1) year terms.

## 3. COMMUNICATION

It is the responsibility of the potential bidders to carefully read, understand, and follow the instructions contained in this solicitation document and all amendments to the solicitation.

Upon release of this RFP, all Proposer communications concerning this acquisition must be in writing and directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with other state employees may result in disqualification.

<b>Procurement Coordinator</b>	<b>Neva Peckham</b>
Physical Address	1500 Jefferson Street E Olympia, WA 98504
Mailing Address	PO Box 41017 Olympia, WA. 98504-1017
Phone	(360) 407-9411
Fax	(360) 586-2426
E-mail	neva.peckham@des.wa.gov

Any verbal communications will be considered unofficial and non-binding on DNR. Proposers must submit their questions in writing in order to receive an official, written response from the RFP Coordinator. Proposers should rely only on written statements issued by the RFP Coordinator.

#### 4. PROPOSAL SUBMISSION

Each Proposer may submit only one proposal in response to this RFP. Proposers shall provide all RFP responses using the template titled 'DNR Managed Print RFP – Proposer Response'. In addition to the main proposal, each Proposer shall submit a single, separate, document (titled 'DNR MPS Cost Template'). **Proposal templates will be made available via email from the Procurement Coordinator upon request.**

You must respond to every section in the specifications except where otherwise stated. Your response must be sufficiently detailed to substantiate that services offered meet the requirements of the Request for Proposal. Do not respond by referring to other sections of your proposal. Brevity and clarity in your proposal is essential. Be succinct, concrete, and use quantified descriptions whenever possible. **NO MARKETING MATERIAL WILL BE ACCEPTED.** Proposer will complete and submit with their proposal Appendix A – (Proposer Information).

In a joint effort to save costs, reduce waste and produce energy savings, Bidders are encouraged to use double-sided printing and recyclable materials. Bidders are highly encouraged to refrain from submitting Responses in 3-ring binders, spiral bindings, and/or other non-recyclable presentation folders. Use binder clips, rubber bands, staples, etc.

One (1) complete hard-copy original, signed (in ink), and five (5) additional copies will be submitted. Firms shall clearly mark the ink signed copy as "original".

One (1) complete electronic copy formatted in Microsoft Excel version 2003/2007 will be submitted. Proposer will ensure that the diskettes are labeled with the date, RFP title, RFP number, and Proposer's name and packaged with the original copy of the proposal. **DO NOT submit in PDF format.**

Proposals not received by the due date and time in RFP Section (Schedule of Events) will be rejected and returned to Proposer unopened.

**Proposer's Response Package** will include separate sealed envelopes with the following sections labeled and identified below:

##### **Envelope/File #1 - DNR Managed Print RFP Non-Cost Proposal**

Non-Cost Proposal shall include:

- Appendix A – Proposer Information
- Appendix B – Mandatory Requirements
- Appendix C – Statement of Work
- Appendix D – Experience and Qualifications
- Appendix E – Value Added Factors

## Envelope/File #2 – DNR Managed Print Cost Proposal

Cost Proposal shall include:

Appendix F – Cost Proposal

### 5. PROPRIETARY AND CONFIDENTIAL INFORMATION

Clearly mark every page of any portion(s) of your proposal that contains proprietary/confidential information with the words “PROPRIETARY/CONFIDENTIAL INFORMATION” (in all caps), affixed to the lower right-hand corner of each page.

Do not mark the entire proposal or entire sections of your response as proprietary or confidential. Proposals which are marked in such a manner will be disqualified and removed from consideration. Your technical, management and cost proposals ***are not confidential or proprietary***. If either is marked as such, your proposal will be disqualified.

### 6. INCORPORATION OF RFP AND PROPOSAL INTO CONTRACT

Terms & Conditions of Master Contract 05310, this RFP, and Bidder’s response, including all promises, warranties, commitments, and representations made in the successful proposal, shall be binding and incorporated by reference in the DNR’s contract with the Bidder.

### 7. COSTS OF PROPOSAL PREPARATION

DNR will not pay any Bidder costs associated with preparing or presenting any proposal in response to this RFP.

### 8. AVAILABILITY OF FUNDS

The State’s obligation under any resultant contract is contingent upon the availability of appropriated state or federal funds from which payment for contract purposes can be made. In the event funds from any source are reduced or withdrawn, or limited in any way, any resultant contract may either be terminated immediately by the DNR or at DNR’s discretion renegotiated within the constraints of the new funding limitations and conditions.

### 9. PROHIBITION OF PROPOSER TERMS AND CONDITIONS

A Proposer may not submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, DNR, at its sole discretion, may determine the proposal to be a non-responsive counteroffer, and the proposal may be rejected.

### 10. LIQUIDATED DAMAGES

General

Any delay by Proposer in meeting the Installation Date, Service and maintenance requirements, or Equipment Effectiveness Level set forth in this Contract will interfere with the proper implementation of DNR's programs and will result in loss and damage to DNR.

As it would be impracticable to fix the actual damage sustained in the event of any such failure(s) to perform, DNR and Proposer agree that in the event of any such failure(s) to perform, the amount of damage which will be sustained will be the amount set forth in the following subsections and the parties agree that Proposer shall pay such amounts as liquidated damages and not as a penalty.

Liquidated damages provided under the terms of this Contract are subject to the same limitations as provided Department of General Administration Master Contract 05310 Managed Print Services in the section titled Limitation of Liability.

**Specific**

**Installation Date:** If Proposer does not have the Equipment in place and ready for use by DNR by the Installation Date agreed upon between DNR and Proposer, then Proposer shall provide a revised Installation Date and pay all costs to DNR for obtaining interim Managed Print Services as fixed and agreed liquidated damages, in lieu of all other damages due to such delay, for each calendar day between the specified Installation Date and the date that Proposer actually installs the Equipment.

If the revised Installation Date is more than 30 (thirty) calendar days from the original Installation Date, then by written notice to Proposer, DNR may immediately terminate the right of Proposer to install the Equipment and obtain Managed Print Services from the Proposer whose RFP Response received the next highest score. In this event, the contract shall be considered terminated by default and Proposer shall pay DNR for the cost to procure Managed Print Services from the next Proposer and the cost of all managed print functions at DNR's offices statewide for a maximum of 90 (ninety) calendar days from the original installation date.

**Equipment Downtime.** If any Device included in this Contract fails to meet the required Effectiveness Level by exceeding the maximum allowable Downtime of four (4) Business Hours per month, Proposer will award a credit to DNR on the next billing of \$50 per hour for every Business Hour beyond the maximum four (4) hour Downtime for each Device.

For the purposes of this section, Equipment Downtime will be tracked from the time the machine ceases to function and a call or service request is submitted to the Proposer until a repairman arrives at the scene and the equipment is either repaired or replaced.

Proposer must maintain a four-hour service response, 2 hour call-back, and 4 hour on-site. The 4 hour requirement is calculated from the time the first phone call is made for

support to the Proposer until the appropriately trained technician is on site. Proposer must maintain next day business priority response times to remote sites, more than 60 miles from the nearest metropolitan area.

For example, if one Device is down for five (5) Business Hours in a month, and another Device is down for six (6) Business Hours in the same month, the Devices have failed to meet the required Effectiveness Level by a total of three (3) hours (5-4=1, 6-4=2, and 1+2=3). In this event, Proposer must award credit to DNR of \$50 for the total number of Business Hours for all Devices over the maximum four (4) hour Downtime rate on the next monthly invoice sent to DNR, or \$50 x 3 hours = \$150 credit.

**Preventable Downtime.** If Preventable Downtime of a Device occurs as a result of Proposer failure to provide necessary Preventative Maintenance functions, Proposer will award a credit to DNR of \$50 per Business Hour of Preventable Downtime for each Device on the next billing.

For the purposes of this section, Preventable Downtime is defined as time when work cannot be processed or accurately completed because the Device is unable to perform the intended function(s) due to conditions that would have been prevented by regular maintenance, including but not limited to, lack of toner, need to replace fuser rolls or other consumables, or need for cleaning.

Regular maintenance will be at the discretion of the Proposers as long as it does not cause the equipment to cease working.

**On-site and Remedial Maintenance Arrival Time.** If Proposer fails to arrive on site in response to any service call at the DNR Olympia facility or fails to arrive on site in response to any service call at DNR locations statewide within four (4) Business Hours, Proposer will award a credit to DNR on the next billing of \$50 for each "late" hour beyond the maximum on-site arrival time for each occurrence, beginning with the time of notification and ending with the time of arrival.

**Service Call Acknowledgement Time.** If Proposer fails to acknowledge a request for Equipment service or repair within one (1) Business Hour of receiving notification of the service call, Proposer will award a credit to DNR on the next billing of \$50 per Business Hour beyond the maximum one (1) hour response time for each occurrence.

## 11. OBJECTIVES/GOALS

DNR is seeking a managed print solution that will increase productivity and efficiency as well as reduce overall costs and our footprint in the environment. A managed print program would help DNR monitor and manage the print infrastructure. This would make it easier to monitor and lower printing costs, as well as improve the functionality of document generation and use. In addition, it would significantly reduce DNR technical staff time required to support print



functions, eliminate storage space for consumables, eliminate DNR administrative time required to manage consumables, and increase control of our print output.

1. The primary objectives are:

- 1.1. The optimization and management of our printing and imaging devices such as printers, fax machines, copiers, plotters, scanners and multifunction devices by consolidating as many functions as possible, and
- 1.2. To develop a contract with a single Contractor to provide service for all in scope Devices at all locations, thus streamlining equipment procurement and maintenance and reducing the number of equipment service and repair agreements.

**Note:** Proposers must provide a proposal for Managed Print Services for the entire agency based on and addressing all requirements outlined in this RFP and will clearly support the following managed print critical success factors:

The successful vendor shall be responsible for all facets of the management of a Print Services program to include but not limited to installation, support, service (except for specified devices) metering, supplies, inventory, shipping, parts, delivery, billing, accounts receivables, tech support/help desk, equipment moves, removals, short term rentals, loaners, etc. In meeting this objective, the agency is seeking vendor responses that will clearly:

- a) Ensure an 80% printing/copying/scanning satisfaction rating from Department of Natural Resources employees as measured through semi-annual end-user satisfaction surveys.
- b) Control, monitor, manage, and reduce overall print costs for the agency
- c) Decrease the number of devices installed
- d) Increase our overall "user to device" ratio
- e) Decrease our overall print output services operational costs
- f) Focus on services provided and maintained to ensure a printing environment with a 98% uptime.
- g) Ensure that DNR staff are trained in the use of all devices provided as measured through semi-annual end-user satisfaction surveys
- h) Clearly display service level guarantees that ensure equipment provided continues to provide the desired print quality and cost efficiencies
- i) Demonstrate flexibility to meet the changing business needs for DNR staff statewide, including the ability to add devices for short-term projects, such as seasonal emergencies or during legislative sessions
- j) Provide the ability to monitor print volumes by device and create incentives for staff to reduce print volumes
- k) Provide devices that meet the agency's ADA requirements such as device location and wheelchair accessibility

**Repair Credit:**

Failure to respond as required will cause the DNR to take a service credit and withhold that amount from invoices owed the vendor. The service credit shall be \$50.00 per hour for each hour after the 4th hour. The credit must appear as a separate line item on the invoices. All repair technicians dispatched to repair DNR copiers and maintenance service shall be fully aware of this condition.

2. The DNR seeks optional solutions that will provide for:
  - 2.1. Standardize its fleet as existing leases expire.
  - 2.2. Upgrade and keep technology current as industry or business needs change
  - 2.3. Enable future document management solutions for the DNR, including:
    - Having an available, accurate detailed list of all devices and locations throughout the agency's departments.
    - The ability for division and region managers to see and manage the cost of printing throughout their divisions and regions with usage reports for auditing (who is printing what where and how much did it cost)
    - Agency-wide year end cost analysis that provides a detailed report with total cost, department costs, and performance review along with recommendations to improve operations and reduce costs further.
    - Decreasing the investment of large sums of capital in leasing/purchasing hardware and pay only for the actual pages produced.
    - The ability to expand or contract the overall size of our document output fleet as needs change without penalties or refinancing of hardware and software. It is a requirement that individual devices be upgraded or downgraded to meet the changing needs of workgroups, divisions or facilities within the agency.
3. Specific goals are:
  - 3.1. **Immediate** – For the DNR HQ in the Natural Resources Building (NRB) and local work centers only, (see **Initial Assessment Locations** below) management of all print/scan/copy/fax/plotter devices not currently under a lease or rental agreement. Awarded Vendor may choose to “rip & replace” any or all equipment, but there will be no cost to DNR if Vendor chooses this option. Immediate goal includes the replacement of any dead/broken devices, out of warranty, and non-Windows 7 compatible devices.
  - 3.2. **Within 6 months** - For the DNR in the Regions and workcenters, (see **Follow-up Assessment Locations** below) management of all print/scan/copy/fax/plotter devices not currently under a lease or rental agreement. Awarded Vendor may choose to “rip & replace” any or all equipment, but there will be no cost to DNR if

Vendor chooses this option. Immediate goal includes the replacement of any dead/broken devices, out of warranty, and non-Windows 7 compatible devices.

- 3.3. **Within 12 months** - Assessment of the present state and recommendation for future state to include the consolidation and optimization of the DNR managed print fleet.
4. This is not an equipment-based contract, but rather a service contract in which the Proposer assumes full responsibility and risk for all printing functionality needs and maintenance services. The expectation is that DNR will be responsible solely for the cost per copy, no leasing or purchasing of additional equipment and no maintenance costs and no on site inventory of supplies. At the end of the contract the department will not own any additional equipment other than what it currently owns. However, at the end of the contract the department will have the option to purchase leased equipment at fair market value.
5. The Proposer, in coordination with the customer, has control over the placement of devices, the make, model, and mix of the hardware which should encourage the least number of devices, as well as a blend of cost-effective models. The Proposer is responsible at all times for preventable downtime such as “toner-out” or replacing worn out parts before they break. In the event it is necessary to remove a device for repair, a device meeting the minimum functionality requirements of the location, will be placed prior to, or at the same time the device is being removed. At the request of DNR, the hard drive of device being removed will either be overwritten or removed to protect necessary data on the hard drive. Removal of any device for repair will be coordinated with the DNR point of contact.

## **12. CURRENT ENVIRONMENT**

An assessment of our current Natural Resources Building (NRB) Headquarters (HQ) environment includes approximately 85 printers, 19 MFDs/Copiers, 10 faxes, 11 plotters, and 22 scanners with 8 different manufacturers and 88 unique models. In addition to those noted in HQ are devices located in the Regions and Work Centers.

The Department currently utilizes a variety of equipment brands, including Canon, HP, Ricoh and Xerox through both on-premise and Citrix environments. The focus moving forward will be on functionality, not brand. The most effective managed printer service provider (MPSP) will be one that can provide, manage and maintain all machines under one contract and one simple billing system.

To meet current business requirements solutions must meet the following requirements:

1. All MFDs shall be able to copy, fax, print, and scan
2. MFD shall be able to perform any standard advertised feature with the device.

3. Digital copiers shall use plain cut sheet bond paper in at least three sizes: 8 1/2" x 11" and 8 1/2" x 14" and 11" x 17" (where it meets business needs).
4. MFD shall not utilize any supplies which pose safety hazard(s) to personnel or facilities. Any supplies that require special handling and/or storage are considered to pose a hazard. Furnished digital copiers shall not contain any asbestos or polychlorinated biphenyls (PCBs).
5. One printed (1) copy and one electronic copy of the operator's manual shall be furnished in each copy room with each different MFD/printer supplied.
6. Digital color MFD shall have capability of printing on paper weights from 16-lb bond to 110-lb index in at least four sizes: 5.5 x 8.5", 8.5 x 11", 8.5 x 14", and 11 x 17" (where it meets business needs).
7. MFD shall have a print resolution of no less than 600 x 600 dpi up to 1200 x 1200 dpi (or better). Anything less will be considered nonresponsive.
8. MFD shall be equipped with the following stapler mode options: corner (upper left and upper right), double (left, right, and top), and saddle stitch where necessary to meet business requirements.
9. MFD furnished shall be capable of producing clear, easily legible copies on a sheet of gummed labels.
10. Quality of prints and excellent customer service are extremely important.
11. Current specialized capabilities to perform some print via Citrix and to print barcode labels must be maintained.
12. All devices must immediately support Windows 7 print drivers.

#### **PRINTING/COPYING**

1. MFD shall have the option to add envelope feeders.
2. MFD furnished shall have the capability to legibly copy pages of bound documents.
3. Platens shall be of the "flatbed" type and shall be stationary.
4. MFD shall include a three-hole puncher unit option and a folding unit option if required.
5. MFD furnished shall be equipped with a user-accessible lighten/darken contrast control (at machine).

#### **MFD SCANNING**

1. MFD must be able to scan to the DNR network shares and/or email addresses
2. MFD shall be able to scan 11" x 17" sheets of paper.
3. MFD shall have the option to scan documents into OCR and the option to choose file type e.g. Word, Excel & PDF.

**WIDE CARRIAGE SCANNING (Optional)**

1. Wide carriage scanners must be able to scan up to 54" large/wide.
2. Wide carriage scanners must be able to scan a minimum of 120,000 pixels
3. Wide carriage scanners must be able to scan at a minimum speed of 12 ips monochrome and 3 ips color
4. Wide carriage scanners must be able to scan at a minimum resolution of 600 dpi
5. Wide carriage scanners must be able to scan using 48-bit CCD technology or better.

**PLOTTING (HIGH QUALITY)**

1. Plotters must be able to print a minimum of 42" width
2. Plotters must be able to print a minimum of 7 pages per minute.
3. Plotters must be able to print a minimum line width of 0.003 in
4. Plotters must be able to print a minimum resolution of 1200x600 dpi
5. Plotters must be able to print a minimum of 6 color cartridges (8 preferable)
6. Plotters must have document finishing-roll feed, sheet feed, automatic cutter, and take-up reel.
7. Plotters must be able to print on media sizes of 8.3 to 42" wide sheets: 24, 36, 42 inch rolls.
8. Plotters must be able to print on media types compatible with both dye and UV ink systems.
9. Plotters must have at least 512MB RAM, and a minimum 40GB hard drive.
10. Plotters must be able to print in the following languages: TIFF 6.0, JPEG, CALS/G4, HP-GL/2, HP RTL, Adobe PDF 1.3, Adobe PostScript 3

**PLOTTING (STANDARD QUALITY)**

1. Plotters must be able to print a minimum of 36" width
2. Plotters must be able to print a minimum line width of 0.02 in
3. Plotters must be able to print a minimum resolution of 1200x600 dpi
4. Plotters must be able to print a minimum of 5 color cartridges
5. Plotters must have document finishing-roll feed, sheet feed, automatic cutter, and take-up reel.
6. Plotters must be able to print on media sizes of 8.3 to 36" wide sheets: 24, 36 inch rolls.
7. Plotters must be able to print on media types compatible with both dye and pigment ink systems.
8. Plotters must have at least 256MB RAM, and a minimum 40GB hard drive.

9. Plotters must be able to print in the following languages: TIFF 6.0, JPEG, CALS/G4, HP-GL/2, HP RTL, Adobe PDF 1.3, Adobe PostScript 3

**FAXING**

1. Ability to send and receive faxes from all MFDs
2. Ability to securely store and retrieve faxes
3. User specified forward to network locate or e-mail address

**USER AUTHENTICATION**

1. Printers, copiers, and MFD shall have the ability to support DNR swipe badges (barcode style) at all desired locations for the purposes of identifying users. (Some region sites may use proximity cards. Exact types to be determined)
2. Printers, copiers, and MFD shall be able to print to a mailbox and able to store at least 100 users for each MFD supplied by vendor.
3. Printers, copiers, and MFD shall have a secure print option that is tied to an Active Directory user account accessible via the DNR barcode swipe badge or by manually entering user ID and password. (Some region sites may use proximity cards. Exact types to be determined)
4. Printers, copiers, and MFD shall print to a network print queue enabling users to retrieve documents from any secure print device.

**ENTERPRISE DEVICE ADMINISTRATION**

1. MFD shall have a web interface available for the management of all features.

**13. NON-COST COMPONENTS**

Proposers are required to submit a narrative response to all items listed in [Appendix B – \(Statement of Work\)](#), [Appendix C – \(Experience and Qualifications\)](#), and [Appendix E – \(Value Added Factors\)](#). DNR evaluation team will evaluate and score each item using the Scoring Guidelines for Narrative Response Matrix below. Each Evaluator will rank the Proposers response to each item from 1-5. The Proposer score for each evaluated item will be determined by dividing the sum of Evaluators ranking by the number of Evaluators, or the average ranking for each evaluated item. The averaged ranking given for each item will receive the corresponding percentage of the points available for that item. The sum of all points will determine the Proposers overall score for Non-Cost Factors.

Evaluator Rank	Percentage of Points Available	SCORING GUIDELINES for NARRATIVE RESPONSES
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1	0%	The response fails to address the question/requirement or the Proposer does not describe any experience related to the question/requirement
2	25%	The response minimally addresses the question/requirement, but one or more major considerations of the question/requirement are not addressed, or so limited that it results in a low degree of confidence in the Proposer's response or proposed solution.
3	50%	The response addresses the question/requirement, but one or more considerations may not be addressed. Evaluator has an acceptable degree of confidence in the Proposer's response or proposed solution.
4	75%	The response fully addresses the question/requirement and provides a good quality solution. Evaluator has a good degree of confidence in the Proposer's response or proposed solution.
5	100%	The response exceeds the question/requirement in providing a superior experience, a creative approach, or an exceptional solution. Evaluator has the highest degree of confidence in the Proposer's response or proposed solution.

#### 14. COST COMPONENTS

Cost will be scored by the Procurement Coordinator listed in [RFP Section 4 – \(Communication\)](#). There are four (4) cost factors to be evaluated. Each cost component will be evaluated and scored separately. The Proposer with the lowest Cost per impression per component will receive the maximum points for that component. Other proposals will receive proportionately fewer points based on the formula below. The sum score of all cost component points will be the Proposer's total score for Cost Component. (Appendix F)

**Less Cost/Most Cost X Total Points Available = Proposer's Component Score**

For Example:

	Proposer #1 Cost	Proposer #2 Cost	Proposer #3 Cost	Proposer #4 Cost
Cost Component #1	0.002	0.0025	0.035	0.0015
Awarded points	225	180	13	300

#### 15. ASSESSMENTS

Proposer will be required to perform a no-cost assessment of each location listed below. All initial assessments must be completed prior to Bid opening date and time identified in [RFP Section 2 - \(Schedule of Events\)](#), and a copy included with your Response. Assessments will speak to workflow, business needs, and savings but not include any proposal elements such as identifying recommended manufacturer's equipment. **NO MARKETING MATERIALS WILL BE ACCEPTED**. A single assessment walk-through at each location for all Proposers will be scheduled by the DNR representative(s).

**INITIAL ASSESSMENT LOCATIONS:**

Office	Address	Walk-Through Date/Time
DNR HQ	Natural Resources Building 1111 Washington St SE Olympia, WA 98504	12/20/2012 (8:30-1:00) (DNR Room 362/3)
Webster Nursery	9805 Blomberg Rd SW Tumwater, WA 98512	12/21/2012 (8:30-1:00) (DNR Room 362/3)
Meridian Seed Orchard	6425 Meridian Rd SE Olympia, WA	12/21/2012 (8:30-1:00)
Tumwater Compound	801 88 <sup>th</sup> Ave SE Tumwater, WA 98501	12/21/2012 (8:30-1:00)
Marine Station	900 47 <sup>th</sup> Ave. NE Olympia, WA 98506	12/21/2012 (8:30-1:00)
Tumwater Hanger	7613 Old Hwy 99 SE Tumwater, WA 98501	12/21/2012 (8:30-1:00)

**FOLLOW-UP ASSESSMENT LOCATIONS:**

NORTHEAST	NORTHWEST	OLYMPIC	PACIFIC CASCADE	SOUTHEAST	SOUTH PUGET SOUND
Colville S 225 Silke Rd, Colville, 99114	Sedro Woolley 919 N. Township, Sedro- Woolley, 98284	Forks 411 Tillicum Lane, Forks, 98337	Castlerock 601 Bond Rd, Castle Rock, 98611	Ellensburg 601 E. Bowers Rd, Ellensburg, 98926	Enumclaw 950 Farman Ave. N., Enumclaw, 98022
DNR Site	DNR Site	DNR Site	DNR Site	DNR Site	DNR Site
Airway Heights Highands Loomis N Columbia Omak Deer Park (Arcadia)	Northern State Granite Falls Arlington Deming	Amanda Park Hoquiam Camp Center Port Angeles	Naselle Menlow Cedar Creek Larch Tukes Black Hills Chehalis	Ahtanum Ritzville Ephrata Pasco Cle Elum Husum	Mineral Shelton Tacoma N Bend Belfair

See Appendix G for a complete list of Region, location, phone, address, site contact and contact phone number.

All Vendor representatives/technicians will adhere to DNR security and confidentiality Policies and Procedures. Vendor are allowed on DNR premises during normal operating hours, Monday



through Friday between the hours of 8:00 a.m. and 4:30 p.m. excepting legal holidays, entering through the main lobby of each facility and signing in at the floor reception desk. Regular Vendor Representatives will be issued a Vendor badge for the duration of the contract. Temporary or replacement Vendor Representatives will be issued a temporary badge at check in, which will serve as a pass for the time period of the scheduled appointment. The badge should be prominently displayed above the waist, along with company issued nametag. Vendor Representatives must wear the DNR issued badge and their company identification at all times while in the facility. Representatives will be required to sign a confidentiality agreement to obtain entry to certain areas. Vendors are to sign out and temporary badges are to be returned to the floor reception desk upon departure from the facility.

## 16. MANDATORY REQUIREMENTS (MR)

A mandatory requirement is an essential DNR need that must be met by the Proposer. Mandatory requirements are scored as a pass or fail. DNR may eliminate from the evaluation process any Proposer not fulfilling all mandatory requirements. (Appendix B)

## 17. ALLOCATION OF POINTS

Proposers will be awarded scores based on the combined scored requirements (SR) listed below, with a total of 1800 points available. The computation of scores assigns a relative importance to each section of the response by assigning the following point values:

Description		Points Available
<b><u>Non-Cost Point Allocation</u></b>		
<b><u>Appendix C – Statement of Work</u></b>		
<b><i>Environment Requirements</i></b>		100
1.1	Technology and Upgrades (50 points available)	
1.2	Device move/add/change/disposal (50 points available)	
<b><i>Implementation Requirements</i></b>		100
2.1	Implementation Plan (50 points available)	
2.2	Security (50 points available)	
<b><i>Service and Repair Requirements</i></b>		200
3.1-9	Service Calls (100 points available)	
3.10	Parts (25 points available)	
3.11	Reporting and Tracking (50 points available)	
3.12	Service Metrics (25 points available)	
<b><i>Management of Print Environment Requirements</i></b>		50
4.1	Ongoing Print Management (50 points available)	
<b><i>Technical Specification Requirements</i></b>		50
5.1	Technical Specifications (50 points available)	
<b><i>Account Management Requirements</i></b>		50
6.1	Dedicated Account Representative (25 points available)	
6.2	Invoicing and Billing (25 points available)	
<b><i>Training Requirements</i></b>		50
7.1	Initial training (50 points available)	
<b><u>Appendix D – Experience and Qualifications</u></b>		250
<b><u>Appendix E – Value Added Factors</u></b>		50
<b>Sub Total for Non-Cost</b>		<b>900</b>
<b><u>Cost Point Allocation</u></b>		

<b>Appendix F – Cost Proposal</b>		
1.	Monochrome cost per impression (300 points available)	
2.	Color Cost per impression (200 points available)	
3.	Plotter Monochrome cost per linear foot (200 points available)	
4.	Plotter Color cost per linear foot (200 points available)	
<b>Sub Total for Cost</b>		<b>900</b>
<b>TOTAL POINTS AVAILABLE</b>		<b>1800</b>

## **18. EVALUATION and AWARD**

The evaluation criteria for this RFP reflect a wide range of considerations. While pricing is important, the primary objective of this RFP is to select a single reliable, experienced Contractor who will provide the comprehensive, responsive services required by DNR. The Apparently Successful Proposer **may not necessarily be the Proposer offering what appears to be the lowest cost.**

### **Initial Determination of Responsiveness and Responsibility**

To be deemed responsive, Proposer must submit all documents with signatures where required identified herein. Proposer(s) who meet the requirements for initial responsiveness and responsibility will advance to the Mandatory Requirements (Pass/Fail) determination. Successfully passing the Mandatory Requirements will advance the proposal to be scored on the Non-Cost and Cost Evaluation portions.

### **Mandatory Requirements**

Mandatory requirements are scored on a straight pass/fail basis. DNR may eliminate from the evaluation process any Proposer not able to provide all elements of the Mandatory Compatibility and Support & Maintenance Requirements.

### **Non-Cost Evaluation**

The Proposer who meets all of the RFP requirements and receives the highest number of total points as described below will be declared the Apparently Successful Proposer. DNR will enter into negotiations for a contract with the Apparently Successful Proposer. Should contract negotiations fail to be completed within a reasonable period of time, DNR will cease contract negotiations, declare the Proposer with the second highest score as the Apparently Successful Proposer, and enter into contract negotiations with that Proposer. At DNR's discretion, this process will continue until a contract is signed or no qualified Proposers remain. In the event no qualified Proposers remain, the solicitation will be cancelled. At its sole discretion, DNR may choose to rebid the solicitation.

### **Cost Evaluation**

Responsive and Responsible Proposers will be evaluated on the Cost Components in [Appendix D](#). Cost evaluation is outlined in [RFP Section 15 – \(Cost Components\)](#).

### **Award Criteria in the Event of a Tie**

In the event that two or more Proposers receive the exact same total score, the contract will be awarded to the Proposer whose Response demonstrates the ability to provide the best overall service and benefit to the State of Washington. For this reason, Proposers are encouraged to submit a comprehensive description of their firm's qualifications and any services in addition to those requested or required of this RFP that Proposer would be capable of providing.

**APPENDIX A – PROPOSER INFORMATION**

This Appendix must be complete in its entirety by the Proposer, using the document template titled 'DNR Managed Print RFP – Proposer Response'.

**COMPANY INFORMATION**

Provide the below information, which will be used for contract administration:

1.	Proposer Legal Business Name:	
2.	Proposer Legal Status:	
3.	Year Proposer was organized to do business as now substantially exists:	
4.	Federal Tax Identification Number (TIN):	
5.	WA State Department of Revenue Registration Tax Number (UBI):	
6.	Washington Statewide Vendor Number (SWV)	
7.	DUNS Number:	
8.	Company Internet URL Address (if available):	

**APPENDIX B – MANDATORY REQUIREMENTS (MR)**

A mandatory requirement is an essential DNR need that must be met by the Proposer. Mandatory requirements are scored as a pass or fail. DNR may eliminate from the evaluation process any Proposer not fulfilling all mandatory requirements.

<b>COMPATIBILITY</b>	
	All equipment included in Vendor’s proposal must be compatible with at least the following software, functionality, and features.
Scored together	<ol style="list-style-type: none"> <li>1. TCP/IP Protocol</li> <li>2. DHCP Capable (Automatic IP assignment)</li> <li>3. 10/100/1000 Ethernet Network Connectivity</li> <li>4. Latest versions of Microsoft’s desktop and server operating systems (Windows XP, Windows 7, Server 2003, Server 2008 (with the latest service packs))</li> <li>5. Macintosh machines</li> <li>6. Latest versions of Microsoft’s Office suite (Microsoft Office 2007 and 2010 (with the latest service packs))</li> <li>7. Symantec EndPoint Virus Protection Software (v 12.1.671.4971)</li> <li>8. Citrix XenApp (v 4.5 or later)</li> <li>9. Microsoft Active Directory</li> <li>10. All devices included in Vendor’s proposal must be capable of queuing jobs</li> <li>11. All devices included in Vendors proposal must have a privacy printing capability</li> <li>12. All color devices must be able to distinguish between black-and-white and color pages</li> <li>13. Equipment with fax functionality must provide the ability to program and store distribution lists</li> <li>14. All devices, including color printers, must be able to use 100% Recycled Xerographic or a similar 100% post-consumer recycled, process chlorine free paper without adversely affecting functionality or uptime</li> <li>15. All equipment must be Energy Star compliant (or use some other verifiable and generally accepted energy efficient rating)</li> <li>16. All equipment must use returnable, recyclable, or remanufactured toner cartridges</li> </ol>

	<p>17. All equipment shall meet the following minimum emissions standards:</p> <ul style="list-style-type: none"> <li>i. Devices do not emit ozone in excess of 0.02 mg/m<sup>3</sup></li> <li>ii. Devices do not emit dust in excess of 0.25 mg/m<sup>3</sup></li> <li>iii. Devices do not emit styrene in excess of 0.11 mg/m<sup>3</sup></li> </ul>
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<b>SUPPORT AND MAINTENANCE</b>	
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<p>Scored together</p>	<ol style="list-style-type: none"> <li>1. Vendor will be responsible for the delivery, unpacking, and setup of the equipment. Vendor will also dispose of any and all packing materials. Vendor will coordinate with the DNR Information Technology staff for access to building and placement of the equipment.</li> <li>2. Vendor must perform full-service support for all copiers/printers listed in the RFP response during normal business hours (Monday–Friday, 8 a.m.–4:30 p.m.) within the pricing proposed.</li> <li>3. Additional costs will not be allowed for consumables or toner. Vendor shall be responsible for the recycling or disposal of these items at no additional cost to the DNR.</li> <li>4. Vendor must provide full-time ongoing telephone support for those questions that require immediate response. This phone access must be available to the DNR at no additional charge for as long as the Vendor is maintaining the equipment.</li> <li>5. Vendor shall provide a web site to enter service requests, view status of service requests, and manage printer assets.</li> <li>6. Vendor must perform all preventative maintenance services on all devices at the manufacturer’s suggested intervals.</li> <li>7. Vendor must maintain a four-hour service response, 2 hour call-back, and 4 hour on-site. The 4 hour requirement is calculated from the time the first phone call is made for support to the vendor until the appropriately trained technician is on site. Vendor must maintain next day business priority response times to remote sites, more than 60 miles from the nearest metropolitan area.</li> <li>8. Vendor shall dispatch certified repair technicians to all facilities.</li> </ol>
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|  | <ol style="list-style-type: none"><li>9. If any device has four repeat service calls or if there is more than a 3 day delay in parts, the service department shall replace the troubled unit with a like unit until the device is repaired correctly without cost to DNR.</li><br/><li>10. Consumable supplies shall be delivered within 24 hours (8 a.m. to 4:30 p.m., Monday through Friday) of order, regardless of location. Inability to deliver within that time due to severe or extreme weather conditions will be negotiable provided DNR is given at least 8 hour advance notice. Consumable supplies must meet original equipment manufacturers specifications.</li><br/><li>11. Consumable supplies must not exceed 0.5% failure rate. Vendor assumes all responsibility for hardware performance due to consumable supplies. Vendor retains ownership of all consumables inventory. Down time due to lack of consumable supplies will not be acceptable.</li><br/><li>12. Must provide Multi-brand device support for existing and new single function printers and MFDs</li><br/><li>13. Pre-emptive Vendor managed Break/Fix alerts with Help Desk integration to initiate proper action.</li><br/><li>14. Pre-emptive Vendor managed supplies alerts with help desk integration to initiate proper action.</li></ol> |
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## APPENDIX C – STATEMENT of WORK

Proposers are required to submit a narrative, using the document template titled ‘DNR Managed Print RFP – Proposer Response’, describing how your company will support and maintain all devices described herein. **NO MARKETING MATERIALS WILL BE ACCEPTED.** Responses not submitted in this format may be rejected.

### 1. ENVIRONMENT REQUIREMENTS

No.	Requirement
1.1	<p><b>Technology and Upgrades</b></p> <p>How do you plan for replacement of all Devices as required based on the proposed solution design at lease expiration of existing devices? Please provide a narrative describing your ability to meet this requirement. At a minimum, response should include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• installation</li> <li>• network set-up</li> <li>• analyst support</li> <li>• training</li> <li>• asset tagging</li> <li>• removal</li> </ul>
	<p><b>Existing Environment Compatibility</b></p> <p>All equipment included in Proposer’s response must be compatible with at least the following software, functionality, and features. Please describe in detail your ability to meet this requirement. Additional functionality and features may be proposed and will receive additional consideration. At a minimum your response should include:</p> <ul style="list-style-type: none"> <li>• TCP/IP Protocol</li> <li>• DHCP Capable (Automatic IP assignment)</li> <li>• 10/100/1000 Ethernet Network Connectivity</li> <li>• Compatibility with Microsoft XP, Windows 7, Server 2003, Server 2008 including latest service packs</li> <li>• Compatibility with limited Macintosh machines</li> <li>• Compatibility with Microsoft Office Suite, ( v 2007 and 2010)</li> <li>• Symantec EndPoint Virus Protection Software (v 12.1.671.4971)</li> <li>• Citrix XenApp (v 4.5 or later)</li> <li>• Microsoft Active Directory (Sub Domain of State of WA Forest)</li> </ul>
1.2	<p><b>Device Move/Add/Change/Disposal</b></p> <p>Contractor will be required to provide move/add/change/disposal services for all in-scope devices. Contractor will be required to maintain an asset database on all</p>

	<p>DNR devices including managing the process for adding/changing. In the event of an intermittent device failure or if the end user is dissatisfied with a particular printer/copier/scanner/plotter performance, describe the process and how you will approach technology refreshment when DNR may require additional or replacement equipment.</p> <p>Please describe in detail your ability to meet this requirement.</p>
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## 2. IMPLEMENTATION REQUIREMENTS

<p><b>2.1</b></p>	<p><b>Implementation</b></p> <p>Contractor will be required to coordinate with each DNR location an implementation process based on their individual business needs. Please provide a narrative describing your implementation plan including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Timelines of all new Devices and how it will affect the productivity of DNR staff</li> <li>• Create a timeline to illustrate chronological steps to implement change.</li> <li>• Provide education and awareness materials.</li> <li>• Communication plan for implementation.</li> </ul> <p>Please describe in detail your ability to meet this requirement.</p>
<p><b>2.2</b></p>	<p><b>Security</b></p> <p>Contractor will be required to:</p> <ul style="list-style-type: none"> <li>• Equip Devices with hard drive data erase feature. This feature will include the ability to configure the Devices to perform a secure data wipe at the conclusion of each print job. DNR IT Department will retain the hard drives from all Devices if the Device needs to be repaired, replaced, or at the completion of any existing lease term.</li> <li>• Supply DNR with the necessary software tool to connect to all network Devices allowing for continuous status monitoring and trouble reporting. Communication from the software tool will be outbound only from DNR's environment. No inbound connections from the internet will be allowed to this tool or any other DNR internal resource.</li> <li>• Obtain access to DNR's Local Area Network (LAN), email, or supported computing environments, Contractor must comply with DNR's network access policy and any other applicable security policies or procedures. Prior to access, Contractor must complete and sign any applicable agreements as required by DNR.</li> </ul> <p>Please describe in detail your ability to meet these security requirements.</p>

## 3. SERVICE AND REPAIR

Service and repair is critical to minimize or eliminate process workflow interruptions while maintaining the essential business needs of each location. Please provide a narrative describing your ability to meet the following requirements.

<p><b>3.1-9</b></p>	<p><b>Service Calls</b></p> <p>Describe in detail your company’s process with regard to service calls. At a minimum, response should include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• How are they initiated?</li> <li>• How are they routed?</li> <li>• Where are they coming from?</li> <li>• Where is your call center located?</li> <li>• How are after-hours service calls taken?</li> <li>• What is the process a customer should follow for the escalation of a service issue?</li> <li>• How many certified technicians does your organization have for MFD and MPS?</li> <li>• Does your company offer User Help Desk support as a standard service offering? If yes is this service outsourced? Where?</li> <li>• How are service calls tracked and monitored? What documentation is provided to DNR upon completion? Provide sample.</li> </ul> <p>Please describe in detail your ability to meet this requirement.</p>
<p><b>3.10</b></p>	<p><b>Parts</b></p> <p>Service parts and components must meet original equipment manufacturers specifications.</p> <p>Please describe in detail your ability to meet this requirement.</p>
<p><b>3.11</b></p>	<p><b>Reporting</b></p> <p>Contractor will be required to provide DNR specific information regarding their print environment. At a minimum, service and repair reporting requirements will include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Equipment ID No., Serial No., Make, Model, and meter reading</li> <li>• Print volume statistics</li> <li>• Service report/log, including date and time of all service performed on each device</li> <li>• Type of service or repair performed and parts used</li> <li>• Copies between calls on all equipment</li> <li>• Average service response time</li> <li>• End user error report</li> <li>• Any other pertinent service details</li> <li>• Percentage of Up-time</li> <li>• Average number of service calls per month over the reporting quarter</li> <li>• Average pages between failures over the reporting quarter</li> <li>• Average days between failures over the reporting quarter</li> <li>• Percentage of calls dispatched by proactive device monitoring over the reporting quarter</li> <li>• Average downtime/uptime over the reporting quarter</li> <li>• Average response time over the reporting quarter</li> <li>• Average on-site response time over the reporting quarter</li> <li>• Average repair times after receiving original request for maintenance over the</li> </ul>

	<p>reporting quarter</p> <ul style="list-style-type: none"> <li>• First call effectiveness</li> <li>• Call back percentage</li> <li>• Hold for parts percentage</li> <li>• Devices must have the ability to print monthly reports listing print and copy usage of printer/copier by individual, group, or department.</li> </ul> <p>Please describe in detail your ability to meet this requirement. Sample reports may be requested for clarification.</p>
<b>3.12</b>	<p><b>Service Metrics</b></p> <p>Describe how you will measure your services for ongoing improvements, including number of service calls, number of resolved calls, number of dispatched calls and number of exchanged/repaired units</p> <p>Please describe in detail your ability to meet this requirement.</p>

**4. MANAGEMENT OF PRINT ENVIRONMENT**

<b>4.1</b>	<p><b>Ongoing Print Management</b></p> <p>As a partner, Contractor will be required to provide DNR ongoing options for continued savings in their print environment. Please describe in detail your ability to meet this requirement. Response should include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Regularly scheduled meetings to review current status</li> <li>• Ongoing streamlining</li> <li>• Options for driving costs down</li> <li>• Ongoing management of device deployments and maintenance of desired device types and ratios. (An agency goal for standard print device to staff ratio is 1:8 and to significantly reduce the number of single function devices.)</li> </ul> <p>Please describe in detail your ability to meet this requirement.</p>
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**5. TECHNICAL SPECIFICATIONS**

<b>5.1</b>	<p><b>Technical Specifications</b></p> <p>Proposer should outline the proposed equipment technical specifications including, but not limited to:</p> <ul style="list-style-type: none"> <li>• device security</li> <li>• remote security certifications and patch capability</li> <li>• encryption</li> <li>• disk overwrite</li> <li>• audit log and tracking</li> <li>• All Multi-Function Device (MFD) technology should fax, copy, scan, and print.</li> <li>• Device scanning and document management, for example; what scanning ranges are proposed, does scanning functionality support PDF, standards for long-term archiving.</li> </ul>
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Please describe in detail your ability to meet this requirement.
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## 6. ACCOUNT MANAGEMENT

<b>6.1</b>	<b>Account Management</b> Contractor will be required to assign a dedicated account manager whose duties and responsibilities shall include, but are not limited to: <ul style="list-style-type: none"><li>• sales</li><li>• service</li><li>• delivery and acceptance</li><li>• billing and payment process</li><li>• escalation issues</li></ul> Please describe in detail your ability to meet this requirement.
<b>6.2</b>	<b>Invoicing and Billing</b> Contractor will be required to provide either roll-up billing at the agency level or breakdown billing by location. Invoice will include, but is not limited to the following data elements: <ul style="list-style-type: none"><li>• Location Name</li><li>• Location Address</li><li>• Contract Number</li><li>• Number of color impressions per device</li><li>• Number of monochrome impressions per device</li></ul> Please describe in detail your ability to meet this requirement, and provide samples as appropriate.

## 7. TRAINING

<b>7.1</b>	<b>Training</b> Contractor will be required to provide training at no cost to DNR. Please describe in detail how you intend to ensure that all employees are aware of any changes related to using printer or multifunctional devices. Training will include, but is not limited to: <ul style="list-style-type: none"><li>• initial end-user training</li><li>• ongoing end-user training</li><li>• on-site training</li><li>• web-based training</li><li>• user guides</li></ul> Please describe in detail your ability to meet this requirement.
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## APPENDIX D - EXPERIENCE AND QUALIFICATIONS

Proposer is required to submit a narrative, using the document template titled 'DNR Managed Print RFP – Proposer Response', addressing each of the following items. Each response will be labeled with the corresponding item number. **NO MARKETING MATERIALS WILL BE ACCEPTED.**

1.	Describe your company's strengths. Describe how your company has gone above and beyond the requirements of the RFP. Describe how this can benefit the agency in terms of cost savings. Please include all assumptions/challenges.
2.	How you intend to provide a dedicated person for project management, transition management, and implementation support.
3.	A comprehensive description of your experience and qualifications regarding Managed Print Services. The ideal Proposer should have conducted at least three (3) successful Managed Print Engagements. Provide at least two examples of managed print engagements of similar scope and size. Clearly describe the scope and scale of those Engagements. Description should include examples of how you planned, designed, developed, and successfully implemented managed print services. Describe why your experience positions your firm as the best candidate for this Engagement.
4.	Provide information specific to the personnel assigned to accomplish the work called for in this RFP. Proposers must provide a narrative description of the organization of the project team and personnel. Provide the following information about each person listed: <ul style="list-style-type: none"><li>• Name</li><li>• Title</li><li>• Information specific to the personnel assigned to accomplish the work called for in this RFP. Description of the type of work the individual will perform.</li></ul>

## **APPENDIX E – VALUE ADDED FACTORS**

Value added factors provide an opportunity for Proposer to include additional items that could add value to the contract. DNR, at its sole discretion will determine if a value added item truly adds value to the contract. Value added items could be:

1.	End-of-life Management Plan or Approach
2.	Proposer Environmental Performance
3.	Environmental Performance of Suppliers, and/or subcontractors
4.	Corporate Sustainability practices
5.	Energy consumption Management Approach
6.	Technical competency in other Print output functional areas (document management, workflow management, etc.)
7.	Other Proactive Cost Management Practices or Expertise

**APPENDIX F – COST COMPONENTS**

Cost factors include per impression prices for Black and White as well as color impressions. The DNR objective is determining the best value for our “pay-as-you-print” environment. Please provide your cost for each component below using the document titled ‘DNR MPS Cost Template’. For evaluation purposes, all prices shall be in US Dollars and submitted as indicated below:

Component No.	Description	Unit	Cost
1.	Print/Scan/Fax/Copy Monochrome	Per Impression	
2.	Print/Scan/Fax/Copy Color	Per Impression	
3.	Plotter Monochrome	Per linear foot	
4.	Plotter color	Per linear foot	
5.	Credit/Refund	Per Impression	



**APPENDIX G – DNR Sites**

<i>Region</i>	<i>Location</i>	<i>Location Phone</i>	<i>Address</i>	<i>City</i>	<i>Zip</i>	<i>Site Contact</i>	<i>Site Contact Work Phone #</i>
<b>NE</b>	<b>Colville Region Office</b>	509-684-7474	S 225 Silke Rd	Colville	99114	<b>Kevin Lambright</b>	<b>Office: 509-685-2771</b>
<b>NE</b>	Omak Work Center	509-826-7303	102 J Airport Rd	Omak	98841		<b>Cell: 509-680-1971</b>
<b>NE</b>	Deer Park Work Center	509-482-3655	E 1003 Crawford	Deer Park			
<b>NE</b>	Airway Heights Work Center	509-244-7064	11919 West Sprague Bldg-A6	Airway Heights	99001		
<b>NE</b>	Loomis Log Cabin	509-223-4044	1160 Loomis-Oroville Rd	Loomis	98827		
<b>NE</b>	Highlands Fire Camp Loomis	509-223-4592	1930 Sinlahekin Rd	Loomis	98827		
<b>NW</b>	<b>Sedro Woolley Region Office</b>	360-856-3500	919 N. Township	Sedro-Woolley	98284	<b>Shelley Abbott</b>	<b>360-854-2849</b>
<b>NW</b>	Arlington Work Center	360-403-9416	208 S. West Ave	Arlington	98223		
<b>NW</b>	Granite Falls Work Center	360-691-7677	20505 Canyon Dr	Granite Falls	98252		
<b>NW</b>	Northern State Work Center	360-856-3476	24854 Charles Jones Memorial Circle	Sedro-Woolley	98284		
<b>NW</b>	Deming Work Center	360-592-2311	3373 Mount Baker Highway	Bellingham	98226		

<b>OLY</b>	<b>Forks Region Office</b>	360-374-6131	411 Tillicum Lane	Forks	98337	<b>Dave Johnson</b>	<b>360-374-2853</b>
<b>OLY</b>	Hoh Work Center (aka OCC)	360-374-8218	11235 Mainline Rd	Forks	98337		
<b>OLY</b>	Amanda Park Work Center	360-288-2728	6387 SR 101	Amanda Park	98526		
<b>OLY</b>	Center / Pt. Townsend Work Center	360-732-6848	5310 Eaglemount Rd	Chimacum	98325		
<b>OLY</b>	Port Angeles Work Center	360-457-2570	3110 McCarver	Port Angeles	98362		
<b>OLY</b>	Hoquiam Work Center	360-533-9225	45 US Highway 101	Hoquiam	98520		
<b>OTHER</b>	Webster Nursery	360-664-2884	9805 Blomberg Rd Sw	Tumwater	98512	<b>John Trobough</b>	<b>360-664-2884</b>
<b>OTHER</b>	Meridian Seed Orchard	360-789-4256	6425 Meridian Rd Se	Olympia			
<b>OTHER</b>	Tumwater Hanger	(360)753-5314	7613 Old Hwy 99 SE	Tumwater	98501		
<b>OTHER</b>	Marine Station		900 47th Ave NE	Olympia	98506	<b>Grant Crosier</b>	<b>360-902-1113</b>
<b>PC</b>	<b>Castle Rock Region Office</b>	360-577-2025	601 Bond Rd	Castle Rock	98611	<b>Nikki Bagley &amp; Marian Long</b>	<b>360-575-5081</b>
<b>PC</b>	Chehalis Work Center	360-575-5081	1405 Rush Rd	Chehalis	98532		
<b>PC</b>	Cedar Correction Center	360-575-5081	12200 Bordeaux Rd	Littlerock	98556		
<b>PC</b>	Larch Corrections Center	360-575-5081	15314 NE Dole Valley Rd	Yacolt	98675		
<b>PC</b>	Menlo Work	360-575-5081	946 Hwy 6	Menlo	98561		

	Center						
PC	Naselle Work Center	360-575-5081	653 SR4	Naselle	98638		
PC	Naselle Youth Camp	360-575-5081	11 Youth Camp Lane	Naselle	98638		
PC	Tukes Work Center	360-575-5081	16118 NR 219th St	Battleground	98604		
PC	Tumwater Compound	360-575-5081	801 88th Ave SE	Tumwater	98501		
OTHER	Tumwater Compound		821 88th Ave SE	Tumwater	98501	Lori Johnson	360-701-1196
SE	<b>Ellensburg Region Office</b>	509-925-8510	713 E Bowers Rd	Ellensburg	98926	Jim Stolte	509-925-0904
SE	Dayton Work Center	509-382-4739	529 W Main St	Dayton	99328		
SE	Ephrata Work Center	509-754-3834	229 First Ave NW STE 2	Ephrata	98823		
SE	Husum Work Center	509-493-3218	115 Husum St	Husum	98623		
SE	Ahtanum Work Center	509-972-9006	9571 N Fork	Yakima	98903		
SE	Cle Elum Work Center	509-674-4366	2281 Airport Rd	Cle Elum	98922		
SE	Ritzville Work Center	509-659-0230	402 E Main St	Ritzville	99169		
SE	GoldenDale Work Center	(509) 773-5588	900 Fairgrounds Rd		98620		
SE	Glenwood	(509) 364-3510	313 N 2nd St	Glenwood	98619		
SE	CWICC Work Center	509-884-3473	3796 Airport Way	East Wenatchee	98802		
SE	Pasco Work Center	509-545-2026	3835 W Court St STE B	Pasco	99301		

<b>SE</b>	Wenatchee Work Center	509-398-1222	3760 W Malaga Rd	Malaga	98828		
<b>SE</b>	Yakima (Satellite Station)		10000 Zier Rd	Yakima	98909		
<b>SPS</b>	<b>Enumclaw Region Office</b>	360-825-1631	950 Farman Ave N	Enumclaw	98022	<b>George Jenkins</b>	<b>360-802-7018</b>
<b>SPS</b>	Mission Creek / Belfair Work Center	360-275-7424	3420 NE Sand Hill Rd	Belfair	98528		
<b>SPS</b>	Mineral Work Center	360-492-5031	2510 State Route 7	Mineral	98355		
<b>SPS</b>	Tacoma Work Center	253-301-1005 & 253-301- 1556	1517 S. Fawcett	Tacoma	98402		
<b>SPS</b>	North Bend Work Center		42404 SE North Bend Way	North Bend	98045		
<b>SPS</b>	Shelton Work Center	360-427-2169	W 450 Business Park Rd	Shelton	98584		

## APPENDIX H – DEFINITIONS

The listed **definitions** contained in the Department Enterprise Services Master Contract 05310 for Managed Print Services apply to this Request for Proposal.

**“Business Days and Hours”** – shall mean Monday through Friday, 8:00 a.m. to 4:30 p.m., Pacific Time, except for holidays observed by the State of Washington.

**“Confidential Information”** shall mean information that may be exempt from disclosure to the public or other unauthorized persons under either chapter 42.17 RCW or other state or federal statutes. Confidential Information includes, but is not limited to, names, addresses, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver’s license numbers, medical data, law enforcement records, agency source code or object code, or agency security data or information identifiable to an individual that relates to any of these types of information.

**“Consumables”** – shall mean tangible goods used in the course of operating or using print devices, including such items as toner, staples, transfer drums, fuser components, fuser assemblies, other parts, and documentation. **Paper shall not be included in this definition.**

**“Contract Starting Term Date”** – shall mean the day the contract is signed by DNR.

**“Data Universal Numbering System (DUNS) numbers”**: A unique nine-digit sequence of numbers issued by Dun & Bradstreet to a business entity. Any organization that has a Federal contract or grant must have a DUNS Number

**“Devices”** – shall mean, but not be limited to, items of hardware falling into one or more of the following categories: multi-function print equipment, printers, copiers, fax machines, and scanners.

**“DES”** – shall mean the Washington State Department of Enterprise Services.

**“DNR”** – shall mean the Washington State Department of Natural Resources.

**“Documentation”** – shall mean writings, drawings, diagrams, tables, reports, electronic media, and other recorded forms of information provided by Proposer to the DNR to support the DNR’s use of Products and Services.

**“Downtime”** – shall mean the period during which a device fails to function or cannot work. It may be due to technical failure, maintenance, or non-availability of parts or materials.

**“Equipment”** – shall mean the printers, copiers, multi-function devices, and other devices included in the Managed Print Services as set forth in this RFQ.

**“Evaluation Team”** – Group of non-bias evaluators representing different aspects of government to provide feedback to the responses received. This team will also be responsible for determining the responsiveness of the Proposer.

**“Government Organization”** – shall mean any state agency, political subdivision, boards, commissions, school district and institutions of higher learning in Washington State.

**“Hardware”** – shall mean, but not be limited to, all multi-function print production devices, printers, copiers, fax machines, scanners, print server appliances, servers, touch screens, power supply cords, cables, connectors, wiring, switches, and peripheral devices.

**“Hold Until Released”**: Also referred to as “Follow-Me” or “Secure Print” printing. Jobs are held in queue until released at the device by authentication method.

**“Impression”** – shall mean any image produced by a device by photocopying or printing on substrata including, but not limited to, paper, transparencies, envelopes, and labels. Impression will not include blank pages located on the back of single-sided prints or copies, or contained in multi-page documents.

**Magnetic Ink Character Recognition (MICR)** - a character recognition technology to facilitate the processing of checks and similar documents and makes up the routing number and account number at the bottom of a check. The technology allows computers to read information (such as account numbers) off printed documents

**“Managed Print Services”** – shall mean the Proposer-provided system that provides cost-effective and efficient management of copying, printing, faxing, and scanning functions entity-wide, including installation, maintenance, products, services, training, consultation, billing, reporting, and consumables other than paper.

**“Mandatory”** or **“(M)”** – shall mean Proposer must meet the requirement, and Proposer's Response will be evaluated on a pass/fail basis.

**“Metropolitan Area”** – shall mean urban core of at least 50,000 residents.

**“MFD”** – shall mean a device which provides multiple capabilities which include but are not limited to copying, printing, scanning, and/or faxing.

**Optical Character Recognition (OCR)** - the mechanical or electronic translation of scanned images of handwritten, typewritten or printed text into machine-encoded text to edit the text, search for a word or phrase, store it more compactly, display or print a copy free of scanning artifacts, and apply techniques such as machine translation, text-to-speech and text mining to it.

**“Page”** – shall mean one side of one sheet of paper, including but not be limited to a single envelope, transparency or label sheet.

**“Price”** – shall mean charges, costs, rates, and/or fees charged for the Services and Products under the contract(s) related to this RFP and shall be paid in United States dollars.

**“Print Environment”** For the purpose of this contract, the print environment is a collection of different print devices, which includes stand-alone desk top printers, network printers, scanners, faxes, multi-functional devices (MFDs), software, and network configurations.

**“Product”** – shall mean all data and materials supplied or produced by Proposer pursuant to this RFQ, including, but not limited to, Managed Print Services and Documentation. As well as discoveries, formulae, ideas, improvements, inventions, methods, models, processes, techniques, findings, conclusions, recommendations, and information contained in such materials as reports, designs, plans, diagrams, drawings, software, databases, documents, pamphlets, advertisements, books, magazines, surveys, studies, films, tapes, and/or sound reproductions.

**“RCW”** shall mean the Revised Code of Washington.

**“Response”** – shall mean the written Proposal submitted by Proposer in accordance with this RFP. The Response shall include all written material submitted by Proposer as of the date set forth in the acquisition timeline or as further requested by DNR.

**“RFP”** – shall mean the Request for Proposal used as a solicitation document in this procurement, including all attachments, exhibits, amendments and modifications.

**“Services”** – shall mean all work performed or provided by Proposer in support of the Managed Print Services relevant to this RFQ.

**“Site”** – shall mean each individual Division/Location within the DNR’s organization, as designated in the Request for Proposal.

**“Software”** shall mean all computer programs that the Proposer uses as a tool or provides to the Customer pursuant to the Managed Print Services described in this RFP and shall include all programs owned by Proposer installed for any time on Hardware, desktop computers, and servers. Software includes both the object code and source code versions. This includes all updates, patches, and service packs.

**“Specifications”** – shall mean the technical and other specifications set forth in this RFP, any additional specifications set forth in Proposer’s Response, and the specifications set forth in Proposer’s Documentation, whether or not Proposer produces such Documentation before or after the contract(s) related to this RFP become effective.

**“Subcontractor”** – shall mean one not in the employment of Proposer, who is performing all or part of the business activities related to this RFP under a separate contract with Proposer. The term “Subcontractor” means Subcontractor(s) of any tier.

**“Successful Proposer”** or **“Apparently Successful Proposer”** – shall mean the firm, provider, organization, individual, or other entity that competes for and earns the privilege of entering into a contract to provide the Managed Print Services that are the subject of this RFP.

**“Proposer”** – shall mean the firm, provider, organization, individual, or other entity who participates in any way in this RFQ process.



## APPENDIX I – DEVICE DATA



Device Meter  
Report\_02-28-2012.xls