



State of Washington  
DEPARTMENT OF ENTERPRISE SERVICES  
Office of State Procurement  
1500 Jefferson Street E Olympia Washington 98504-1017 ● (360) 902-7400  
<http://www.des.wa.gov>

**Request for Proposal (RFP)**

**05310-005**

**Managed Print Services (MPS)**

**Washington State Department of Revenue (DOR)**

## Table of Contents

<b>1. BACKGROUND .....</b>	<b>3</b>
<b>2. OBJECTIVES AND GOALS .....</b>	<b>3</b>
<b>3. SCHEDULE OF EVENTS .....</b>	<b>5</b>
<b>4. CONTRACT TERM .....</b>	<b>5</b>
<b>5. COMMUNICATION .....</b>	<b>5</b>
<b>6. PROPOSAL SUBMISSION .....</b>	<b>6</b>
<b>7. PROPRIETARY AND CONFIDENTIAL INFORMATION.....</b>	<b>7</b>
<b>8. INCORPORATION OF DOCUMENTS.....</b>	<b>7</b>
<b>9. COSTS OF PROPOSAL PREPARATION.....</b>	<b>7</b>
<b>10. AVAILABILITY OF FUNDS .....</b>	<b>7</b>
<b>11. PROHIBITION OF PROPOSER TERMS AND CONDITIONS.....</b>	<b>8</b>
<b>12. LIQUIDATED DAMAGES.....</b>	<b>8</b>
<b>13. ASSESSMENTS .....</b>	<b>10</b>
<b>14. NON-COST COMPONENTS .....</b>	<b>10</b>
<b>15. COST COMPONENTS .....</b>	<b>11</b>
<b>16. ALLOCATION OF POINTS .....</b>	<b>11</b>
<b>17. EVALUATION AND AWARD.....</b>	<b>12</b>
<b>APPENDIX A – PROPOSER INFORMATION.....</b>	<b>14</b>
<b>APPENDIX B – STATEMENT OF WORK .....</b>	<b>15</b>
1. ENVIRONMENT REQUIREMENTS .....	15
2. IMPLEMENTATION REQUIREMENTS.....	16
3. SERVICE AND REPAIR .....	17
4. MANAGEMENT OF PRINT ENVIRONMENT .....	18
5. TECHNICAL SPECIFICATIONS.....	19
6. ACCOUNT MANAGEMENT .....	19
7. TRAINING .....	20
<b>APPENDIX C - EXPERIENCE AND QUALIFICATIONS.....</b>	<b>21</b>
<b>APPENDIX D – VALUE ADDED FACTORS .....</b>	<b>22</b>
<b>APPENDIX E – COST COMPONENTS .....</b>	<b>23</b>
<b>APPENDIX F – DEFINITIONS .....</b>	<b>24</b>
<b>ATTACHMENT 1 – DOR ASSESSMENT LOCATIONS.....</b>	<b>28</b>
<b>ATTACHMENT 2 – DOR COPIER/MULTI-FUNCTION DEVICE INFORMATION .....</b>	<b>29</b>
<b>ATTACHMENT 3 – DOR ALL DEVICE INVENTORY.....</b>	<b>30</b>

## 1. BACKGROUND

The Washington State Department of Revenue (DOR) is the state's principal tax collection agency with approximately 1,100 staff within Washington State. We are headquartered in Olympia with public offices in Tumwater, Seattle, Bellingham, Bothell, Spokane, Wenatchee, Yakima, Richland, Vancouver, Tacoma, Kent, and Port Angeles. In addition, we have two offices closed to the public located in Bremerton and Federal Way.

Other than large print orders (e.g. envelopes, forms, publications), DOR currently manages its copy and print operations. DOR uses desktop and shared printers, copiers, multi-function (copier/printer/fax/scanner) as well as standalone printers, fax machines, plotters, and scanners. Most printers, faxes, plotters, and scanners are owned by the agency. All of our copiers/multi-function devices are leased with the exception of one which is owned. Toner and maintenance are included in the monthly cost for rented/leased equipment. DOR provides all paper and installs the toner in the machines as needed. The repairs and maintenance on DOR owned devices are handled by internal Service Desk staff, when possible. Otherwise DOR uses an outside vendor for the repair.

Many of the copiers/multi-function devices are at their end of life and need to be replaced with newer equipment to take full advantage of changing technologies.

Managed Print Services (MPS) includes equipment and services required to manage imaging output that includes copier/multi-function 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 "[in scope](#)" piece of equipment as well as identifying agency owned devices which may be eliminated with the replacement of a copier/multi-function device capable of handling the increased volumes as needed. The Vendor along with agency Office Services, Information Services staff, and the individual office contacts will evaluate, agree upon, and coordinate any elimination of devices. DOR will be responsible for the disposal of any state-owned equipment.

Agency owned devices are out of scope under this contract but the intent is to eliminate a number of these devices with an upgraded copier/multi-function device. The servicing of the agency owned devices will continue to be done by agency Service Desk staff at this point in time.

## 2. OBJECTIVES AND GOALS

DOR is seeking a managed print solution that will increase productivity and efficiency as well as reduce overall costs and environmental footprint. A managed print program would help DOR monitor and manage the print infrastructure, make it easier to monitor and lower printing costs, as well as improve the functionality of document generation and use. In addition, it would reduce or eliminate storage space for

consumables, eliminate DOR administrative time required to manage consumables, and increase control of our print output.

The primary objectives are:

- a) The optimization and management of our printing and imaging devices such as printers, fax machines, copiers, and multifunction devices by consolidating as many functions as possible, and
- b) To develop a contract with a single Contractor to provide service for all “in scope” copier/multi-function 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.

DOR seeks solutions that will:

- a) Standardize its fleet as existing leases expire or as DOR replaces owned equipment.
- b) Upgrade and keep current technology as industry or business needs change.
- c) Allow DOR to consider future document management solutions going forward.

1. Specific goals are:

- 1.1. **Immediate** – Replacement and management of all copier/multi-function devices not currently under a lease agreement and are identified by DOR as being “in scope.” A number of devices are currently on a month-to-month rental agreement and can be replaced under this MPS agreement. Equipment must be new equipment, not used. Awarded Vendor’s equipment must be tested and proven compatible with existing DOR applications prior to replacing current equipment.
  - 1.2. **Prior to lease expiration** - Assessments are to be completed in all locations prior to the expiration of the current existing lease agreements. On site visits at all locations may be required to determine workflow needs.
  - 1.3. **Ongoing** – the ability to expand or decrease the overall size of our document output fleet as needs change without penalties. It is a requirement that individual devices be upgraded or downgraded to meet the changing needs of workgroups, divisions, or facilities within the agency.
2. 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 on “in scope” devices. The expectation is that DOR 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 put into place under this contract.

3. The Proposer, in coordination with the customer, shall recommend the placement of devices, the make, model, required features, and the 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 DOR, the hard drive of the device being replaced will be removed to protect necessary data. Removal of any device for repair will be coordinated with the DOR point of contact to determine if the hard drive is to be wiped clean or removed.

**3. SCHEDULE OF EVENTS**

The Schedule of Events is as follows, with all times listed in Pacific Standard Time. DOR 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. DOR’s response to Proposer questions will be considered an amendment. All amendments will be posted to WEBS.

<b>Description</b>	<b>Date</b>
Solicitation Posted in WEBS	December 19, 2012
Bidder Questions Due (5:00 pm Pacific Standard Time)	January 7, 2013
DOR Responses To Questions	January 11, 2013
Bids Due (5:00 pm Pacific Standard Time)	January 30, 2013
Anticipated Date for Evaluation	January 31 – February 8, 2013
Anticipated Announcement Date of Apparently Successful Proposer	February 13, 2013
Anticipated Award Date	March 1, 2013
Contract Negotiations Begin	March 4, 2013

**4. CONTRACT TERM**

The resulting Contract for Managed Print Services will have an initial term of two (2) years with the option to extend for up to five (5) additional one (1) year terms, at the discretion of the agency and agreement of the vendor.

**5. 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 rejection.

<b>RFP 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	<a href="mailto:neva.peckham@des.wa.gov">neva.peckham@des.wa.gov</a>

Any verbal communications will be considered unofficial and non-binding on DOR. 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.

## 6. PROPOSAL SUBMISSION

Proposers shall be required to complete and submit their Response as instructed below. Each Proposer may submit only one response to this RFP. A response shall include two separately sealed envelopes in a single Response Package as instructed below.

Proposals not received by the due date and time in [RFP Section 3 \(Schedule of Events\)](#) will be rejected and returned to Proposer unopened. In the event that the hard copy and electronic copy do not agree, electronic copy will prevail. Each sealed envelope will contain:

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," and

One (1) complete electronic copy, either "thumb or jump" drive, formatted in Microsoft Word version 2003/2007 will be submitted. Proposer will ensure that the "thumb or jump" drives 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**

Proposer's Response Package shall be submitted in separately sealed envelopes and labeled as instructed below:

<b>RFP 05310-005 Envelope #1</b> shall include:	<b>RFP 05310-005 Envelope #2</b> shall include:
Non-Cost Proposal	Cost Proposal
Appendix A- Proposer Information	Appendix E- Cost Proposal
Appendix B- Mandatory Requirements	

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.**

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.

#### 7. 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.

You shall not mark the entire proposal or entire sections or 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.

#### 8. INCORPORATION OF DOCUMENTS

The following documents will be incorporated in this Contract

1. Master Contract 05310, and
2. 05310-005 Solicitation, and
3. Proposer's response

#### 9. COSTS OF PROPOSAL PREPARATION

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

#### 10. AVAILABILITY OF FUNDS

The State's obligation under any resulting 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 DOR or at DOR's discretion renegotiated within the constraints of the new funding limitations and conditions.

## 11. PROHIBITION OF PROPOSER TERMS AND CONDITIONS

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

## 12. 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 DOR's programs and will result in loss and damage to DOR.

As it would be impracticable to fix the actual damage sustained in the event of any such failure(s) to perform, DOR 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 in the Department of Enterprise Service's Master Contract 05310 Managed Print Services in the section titled Limitation of Liability.

### Specifics

**Installation Date:** If Proposer does not have the Equipment in place and ready for use by DOR by the Installation Date agreed upon between DOR and Proposer, then Proposer shall provide a revised Installation Date and pay all costs to DOR 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 thirty (30) calendar days from the original Installation Date, then by written notice to Proposer, DOR 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 DOR for the cost to procure Managed Print Services from the next Proposer and the cost of all managed print functions at DOR'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 DOR on the next billing of \$50 per hour for every Business Hour beyond the maximum four (4) hour Downtime for each



Device. Awarded vendor will not be responsible or penalized for the performance of any equipment not identified as “in-scope.”

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. Proposer must define all metropolitan areas and align them to DOR office locations.

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 DOR 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 DOR, 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 DOR 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 DOR Olympia facility or fails to arrive on site in response to any service call at DOR locations statewide within four (4) Business Hours, Proposer will award a credit to DOR 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 DOR on the next billing of \$50 per Business Hour beyond the maximum one (1) hour response time for each occurrence.

**13. ASSESSMENTS**

Successful Proposer will be required to perform a no-cost assessment of the DOR locations listed in [Attachment 1](#). Assessments for all locations are to be completed as follows:

- 1) prior to the replacement of all current “in scope” lease expired equipment
- 2) prior to the expiration date of the existing current leased equipment

Assessments will speak to workflow, business needs, and savings. No manufacturer’s equipment will be identified as a part of the Assessment. **NO MARKETING MATERIALS WILL BE ACCEPTED.**

**14. 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 D – \(Value Added Factors\)](#). A DOR 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
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.

## 15. COST COMPONENTS

Cost will be scored by the Procurement Coordinator listed in [RFP Section 5 –\(Communication\)](#). There are three (3) 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 Proposers total score for Cost Component.

### Lowest 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

## 16. ALLOCATION OF POINTS

Proposers will be awarded scores based on the combined score components listed below, with a total of 1300 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 B – Statement of Work</u></b>		
<b><i>Environment Requirements</i></b>		150
1.1	Technology and Upgrades (50 points available)	
1.2	Existing Environment Compatibility (50 points available)	
1.3	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>		100
3.1	Service Calls (25 points available)	
3.2	Parts (25 points available)	
3.3	Reporting and Tracking (25 points available)	
3.4	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>Account Management Requirements</b>		50
6.1	Dedicated Account Representative (25 points available)	
6.2	Invoicing and Billing (25 points available)	
<b>Training Requirements</b>		50
7.1	Initial training (25 points available)	
7.2	Ongoing or re-training (25 points available)	
<b>Appendix C – Experience and Qualifications</b>		100
<b>Appendix D – Value Added Factors</b>		50
<b>Sub Total for Non-Cost</b>		<b>700</b>
<b>Cost Point Allocation</b>		
<b>Appendix E – Cost Proposal</b>		
1.	Monochrome cost per impression (300 points available)	
2.	Color Cost per impression (290 points available)	
3.	Credit/Refund per impression (for poor quality print jobs due to equipment defects/lack of service) (10 points available)	
<b>Sub Total for Cost</b>		<b>600</b>
<b>TOTAL POINTS AVAILABLE</b>		<b>1300</b>

## 17. EVALUATION and AWARD

The evaluation criteria for this RFP reflects 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 DOR. 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 be further evaluated.

The Work Request Coordinator will review all proposal to determine compliance with instructions and mandatory and minimum requirements specified in this RFP. Vendors are specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive. Rejected, non-responsive proposals will not be scored. A Vendor's protest actions and remedies are limited to those described in Section 4 of Appendix A-Standard Terms and Conditions in Contract #05310.

The Department reserves the right at its sole discretion to waive minor administrative irregularities.

**Non-Cost Evaluation**

Responsive and Responsible Proposers will move to the non-cost evaluation narrative portion and be scored by the Evaluation Team as described in [RFP Section 14 \(Non-Cost Components\)](#).

The Proposer who meets all of the RFP requirements and receives the highest number of total points as described in [RFP Section 16 \(Allocation of Points\)](#) will be declared the Apparently Successful Proposer. DOR 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, DOR may elect to 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 DOR'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, DOR may choose to rebid the solicitation at any time during this process.

**Cost Evaluation**

Responsive and Responsible Proposers will be evaluated on the Cost Components in [Appendix E](#). 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 would be required to submit additional comprehensive information related to their firm's qualifications and any services in addition to those requested or required of this RFP that Proposer would be capable of providing. The scoring criteria will be identified at the time of request for additional information.

**APPENDIX A – PROPOSER INFORMATION**

This Appendix must be complete in its entirety by the Proposer.

**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 – STATEMENT of WORK

Proposers are required to submit a narrative describing how your company will support and maintain all printer and MFD devices described herein . **NO MARKETING MATERIALS WILL BE ACCEPTED**. Narrative responses must be labeled with corresponding numbering format and in the same order with the same headers as the table below. For example:

“STATEMENT of WORK REQUIREMENT NARRATIVE RESPONSE  
#1.1 – Technology and Upgrades

“ STATEMENT of WORK REQUIREMENT NARRATIVE RESPONSE  
#1.2” – Existing Environment Compatibility, etc.

Responses not submitted in this format may be rejected. Limit responses to no more than one page per requirement.

### 1. ENVIRONMENT REQUIREMENTS

No.	Requirement
<b>1.1</b>	<b>Technology and Upgrades</b> How do you plan for replacement (Printers and MFD) as required based on the proposed solution design at lease expiration of existing devices? Contractor will be required to retain ownership of all assets. Please provide a narrative describing your ability to meet this requirement. At a minimum, response should include, but is not limited to: <ul style="list-style-type: none"><li>• installation</li><li>• network set-up (DOR will setup devices on print servers)</li><li>• analyst support</li><li>• training</li><li>• asset tagging</li><li>• removal</li></ul>
<b>1.2</b>	<b>Existing Environment Compatibility</b> 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: <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, Server</li></ul>

	<p>2012, including latest service packs</p> <ul style="list-style-type: none"> <li>• Compatibility with limited Macintosh machines (6-8 Mac Users, using OS X)</li> <li>• Compatibility with Microsoft Office Suite, ( v 2007, v 2010, and v 2012)</li> <li>• EndPoint Protection Software</li> <li>• Laptop Encryption System (Symantec Guardian Edge)</li> <li>• Microsoft Active Directory (Sub Domain of State of WA Forest)</li> <li>• We have no need for print via Citrix nor to print barcode labels on the MFDs.</li> </ul>
<b>1.3</b>	<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 DOR devices including managing the process for adding/changing. In the event of an intermittent MFD failure or if the end user is dissatisfied with a particular device’s performance, describe the process and how you will approach technology refreshment when DOR may require additional or replacement equipment.</p> <p>Please describe in detail your ability to meet this requirement.</p>

**2. IMPLEMENTATION REQUIREMENTS**

<b>2.1</b>	<p><b>Implementation</b></p> <p>Contractor will be required to coordinate with Office Services, Information Services, and each DOR 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 MFD and MPS Program and how it will affect the productivity of DOR 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>
<b>2.2</b>	<p><b>Security</b></p> <p>Contractor will be required to:</p> <ul style="list-style-type: none"> <li>• Equip MFDs with hard drive data erase feature. This feature will include the ability to configure the MFDs to perform a secure data wipe at the conclusion of each print job. DOR Information Services Division will retain the hard drives from all MFDs at no cost, if the MFD needs to be repaired, replaced, or at the completion of any existing lease term. We will not accept even a proven means of security to wipe drives clean, no exceptions.</li> <li>• MFP must have secure print functionality. DOR does not have a system in place that incorporates the use of DOR swipe badges at this time.</li> <li>• Supply DOR with the necessary software tool to connect to all network MFDs allowing for continuous status monitoring and trouble reporting. Communication from the software tool will be outbound only from DOR’s</li> </ul>



	<p>environment. No inbound connections from the internet will be allowed to this tool or any other DOR internal resource.</p> <ul style="list-style-type: none"> <li>• All Network configurations will be conducted by DOR Information Services and coordinated with the Proposer.</li> <li>• Provide details of minimum requirements to integrate your equipment within DOR infrastructure (Local and Wide Area Network)</li> <li>• Contractor will be required to sign a DOR non-disclosure secrecy clause which is required by all vendors who work in the DOR infrastructure.</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.

<b>3.1</b>	<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 the technicians coming from?</li> <li>• Where is your call center located?</li> <li>• How are after-hours services 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? If so, where are the outsourced service centers located?</li> <li>• How are service calls tracked and monitored? What documentation is provided to DOR upon completion? Provide sample.</li> </ul> <p>Please describe in detail your ability to meet this requirement.</p>
<b>3.2</b>	<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>
<b>3.3</b>	<p><b>Reporting</b></p> <p>Contractor will be required to provide DOR 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> </ul>

	<ul style="list-style-type: none"> <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 reporting quarter</li> <li>• First call effectiveness</li> <li>• Call back percentage</li> <li>• Hold for parts percentage</li> <li>• MFD 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>3.4</b>	<p><b>Service Metrics</b></p> <p>How does your company measure customer service? How does your company determine additional service technicians are needed to meet DOR's business needs? 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 DOR 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 copier/multi-function device to staff ratio is 1:25 and to significantly reduce the number of single function devices.)</li> </ul> <p>Please describe in detail your ability to meet this requirement.</p>
------------	--

## 5. TECHNICAL SPECIFICATIONS

<b>5.1</b>	<b>Technical Specifications</b> <p>Proposer should outline the proposed equipment technical specifications including, but not limited to:</p> <ul style="list-style-type: none"><li>• device security feature set</li><li>• remote security certifications and patch capability</li><li>• encryption capabilities of MFD's attached storage devices (e.g. hard drive)</li><li>• disk overwrite capabilities</li><li>• audit log and tracking</li><li>• all Multi-Function Device (MFD) technology should fax, copy, scan, print, and will have the ability to print multiple envelopes either from the bypass or an add-on tray.</li><li>• device scanning and document management, for example; what scanning ranges are proposed, does scanning functionality support PDF (scanning to PDF file type is required at DOR), standards for long-term archiving.</li></ul> <p>Please describe in detail your ability to meet this requirement.</p>
------------	--

## 6. ACCOUNT MANAGEMENT

<b>6.1</b>	<b>Account Management</b> <p>Contractor will be required to assign a dedicated account manager whose duties and responsibilities shall include, but are not limited to:</p> <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> <p>Please describe in detail your ability to meet this requirement.</p>
<b>6.2</b>	<b>Invoicing and Billing</b> <p>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:</p> <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> <p>Please describe in detail your ability to meet this requirement, and provide samples as appropriate.</p>

## 7. TRAINING

<b>7.1</b>	<p><b>Training</b></p> <p>Contractor will be required to provide training at all DOR locations at no cost to DOR. Please describe in detail how you intend to ensure that all employees are aware of any changes related to using multifunctional devices. Training will include, but is not limited to:</p> <ul style="list-style-type: none"><li>• initial setup and configuration training to DOR technicians</li><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> <p>Please describe in detail your ability to meet this requirement.</p>
------------	--

## APPENDIX C - EXPERIENCE AND QUALIFICATIONS

Proposer is required to submit a narrative addressing each of the following items. Each response must be labeled with the corresponding item number and in the same order as the table below. **NO MARKETING MATERIALS WILL BE ACCEPTED.**

Limit responses in this section to no more than eight (8) single-sided pages, 12-point font.

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 D – VALUE ADDED FACTORS**

Value added factors provide an opportunity for Proposer to include additional items that could add value to the contract. DOR, at its sole discretion will determine if a value added item truly adds value to the contract. Value added items could include, but are not limited to:

- a) End-of-life management plan or approach
- b) Proposer environmental performance
- c) Environmental performance of suppliers, and/or subcontractors
- d) Corporate sustainability practices -energy
- e) Consumption management approach
- f) Technical competency in other print output functional areas (document management, workflow management, etc.)
- g) Other proactive cost management practices or expertise and other items not listed

**APPENDIX E – COST COMPONENTS**

Cost factors include per impression prices for Black and White as well as color impressions. The DOR objective is determining the best value for our “pay-as-you-print” environment. Please provide your cost for each component below. DOR reserves the right to further negotiate pricing following the Awarded Vendors complete assessment. For evaluation purposes, all prices shall be in US Dollars and submitted as indicated below:

Component No.	Description	Unit	Cost
1.	Print/Fax/Copy Monochrome	Per Impression	
2.	Print/Fax/Copy Color	Per Impression	
3.	Credit/Refund (for poor quality print jobs due to equipment defects/lack of service)	Per Impression	

## APPENDIX F – 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 5:00 p.m., Pacific Standard 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 DOR.

**“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.

**“DOR”** – shall mean the Washington State Department of Revenue.

**“Documentation”** – shall mean writings, drawings, diagrams, tables, reports, electronic media, and other recorded forms of information provided by Proposer to DOR to support the DOR’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 agency evaluators to provide feedback to the responses received.

**“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.

**“In Scope”** – shall mean those devices DOR determines to be managed under this agreement which shall be the copier/multi-function document devices normally leased under the current Contract #03706. Devices with an existing lease with another vendor are out of scope until the lease expires.

**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 DOR.

**“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 DOR’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.

**ATTACHMENT 1 – DOR ASSESSMENT LOCATIONS**

**THURSTON COUNTY ASSESSMENT LOCATIONS:**

DOR Site	1025 Union Ave SE (5 Floors-6 Divisions)	Olympia
DOR Site	6500 Linderson Way SW (3 Floors-6 Divisions)	Tumwater
DOR Site	6300 Linderson Way SW (2 Floors-3 Divisions)	Tumwater

**FIELD OFFICE ASSESSMENT LOCATIONS:**

DOR Site	1904 Humboldt Street, Suite A	Bellingham
DOR Site	19800 North Creek Parkway, Suite 101 (Bldg. C&D)	Bothell
DOR Site	4841 Auto Center Way, Suite 204	Bremerton
DOR Site	501 S. 336 <sup>th</sup> Street, Suite 140	Federal Way
DOR Site	20819 72 <sup>nd</sup> Avenue S., Suite 680	Kent
DOR Site	734 E. First Street, Suite B	Pt. Angeles
DOR Site	1657 Fowler Street	Richland
DOR Site	2101 Fourth Avenue, Suite 1400	Seattle
DOR Site	1330 N. Washington, Suite 5600	Spokane
DOR Site	3315 South 23 <sup>rd</sup> Street, Suite 300	Tacoma
DOR Site	8008 NE 4 <sup>th</sup> Plain Blvd., Suite 320	Vancouver
DOR Site	630 N. Chelan Avenue, Suite B3	Wenatchee
DOR Site	3703 River Road, Suite 3	Yakima

**ATTACHMENT 2 – DOR COPIER/MULTI-FUNCTION DEVICE INFORMATION**

LOCATION	DIVISION	Manuf	MODEL #	Scan	Fax	Lease/Own/Rent	EXPIRE DATE
Tumwater-6500	HR	Sharp	AR-MX4501N	Yes	No	Rental Agreement	Month to month
Tumwater-6500	Compliance Use Tax	Canon	IR3030	Yes	Yes	Rental Agreement	Month to month
Tumwater-6500	Taxpayer Services	Canon	IR1023IF	No	No	Rental Agreement	Month to month
Tumwater-6500	Cash Mgt.	Sharp	AR-M455U	Yes	No	Rental Agreement	Month to month
Tumwater-6500	Audit Admin	Ricoh	MPC4000	Yes	No	Rental Agreement	Month to month
Tumwater-6500	Compliance Admin	Ricoh	MP161	No	No	Rental Agreement	Month to month
Richland	Compliance	Ricoh	MP161SPF	No	No	Rental Agreement	Month to month
Tumwater-6500	Compliance Admin	Ricoh	MP3350SP	Yes	No	Rental Agreement	Month to month
Tumwater-6500	TAA Wkrm 328 N	Ricoh	MP5000B	Yes	Yes	Rental Agreement	Month to month
Tumwater-6500	TAA Front Counter	Ricoh	MPC6000	Yes	Yes	Rental Agreement	Month to month
Tumwater-6500	TAA ICAP Rm 324	Ricoh	MP3350SP	No	Yes	Rental Agreement	Month to month
Tumwater-6500	TAA - Workroom 328 S	Ricoh	MP3350SP	No	Yes	Rental Agreement	Month to month
Olympia	Property Tax	Ricoh	MP4000SP	Yes	Yes	Rental Agreement	Month to month
Olympia	Property Tax	Ricoh	MPC5000	Yes	Yes	Rental Agreement	Month to month
Olympia	Appeals	Ricoh	MP5000SP	Yes	Yes	Rental Agreement	Month to month
Seattle	Appeals	Ricoh	MP3350SP	Yes	Yes	Rental Agreement	Month to month
Tumwater-6500	Compliance Admin	Ricoh	MPC5000	Yes	Yes	Rental Agreement	Month to month
Kent	Compliance	Ricoh	MP4000SP	Yes	Yes	Rental Agreement	Month to month
Spokane	Compliance	Ricoh	MP4000B	Yes	Yes	Rental Agreement	Month to month
Tumwater-6500	Audit Admin	Ricoh	MPC5000	Yes	Yes	Rental Agreement	Month to month
Kent	Audit	Ricoh	MPC6001	Yes	Yes	Rental Agreement	Month to month
Bremerton	Audit	Ricoh	MP2550SP	Yes	Yes	Rental Agreement	Month to month
Spokane	Audit/Compliance	Ricoh	MP4000SP	Yes	Yes	Rental Agreement	Month to month
Richland	Audit/Compliance	Ricoh	MP4000SP	Yes	Yes	Rental Agreement	Month to month
Kent	Compliance	Ricoh	MP1715PF	No	No	Lease	02/05/2013
Tacoma	Audit/Compliance	Ricoh	MP3351SP	No	No	Lease	03/11/2013
Olympia	Spec. Prog. UCP	Ricoh	MP1715PF	No	No	Lease	03/18/2013
Olympia	Research	Ricoh	MPC5000	Yes	Yes	Lease	05/27/2013
Olympia	Spec. Prog. Misc Tax /UCP	Ricoh	MPC6501	Yes	Yes	Lease	06/08/2013
Tumwater-6300	Internal Audit	Ricoh	MPC2800	Yes	Yes	Lease	06/22/2013
Olympia	Legislation & Policy	Ricoh	MPC6501	Yes	Yes	Lease	06/27/2013
Olympia	Spec. Prog Forest Tax	Ricoh	MP3351SP	Yes	Yes	Lease	06/29/2013
Tumwater-6500	BFS FM/Off Svcs	Ricoh	MPC6501	Yes	No	Lease	06/30/2013
Port Angeles	Audit/Compliance	Ricoh	MP3351SP	Yes	Yes	Lease	02/28/2014
Yakima	Audit/Compliance	Ricoh	MP3351SP	Yes	Yes	Lease	06/07/2014
Olympia	Executive	Ricoh	MPC4501	Yes	Yes	Lease	09/27/2014
Olympia	ITA	Ricoh	MPC6501	Yes	Yes	Lease	10/11/2014
Tumwater-6300	IS (2nd flr small copy rm)	Ricoh	MP4001SP	Yes	No	Lease	09/29/2014
Tumwater-6300	IS (1st flr)	Ricoh	MPC5501	Yes	Yes	Lease	09/29/2014
Tumwater-6300	IS (2nd Flr SE Corner)	Ricoh	MPC3001	Yes	Yes	Lease	09/29/2014
Tumwater-6300	IS (2nd Flr Front Counter)	Ricoh	MPC3001	Yes	Yes	Lease	09/29/2014
Tumwater-6300	IS (CIO)	Ricoh	MPC5501	Yes	Yes	Lease	09/29/2014
Bellingham	Audit/Compliance	Ricoh	MP2550B	No	No	Lease	09/29/2014
Bellingham	Audit/Compliance	Ricoh	MP3351SP	Yes	Yes	Lease	09/29/2014
Olympia	Spec. Prog. Misc Tax /UCP	Ricoh	MP3351SP	Yes	Yes	Lease	10/09/2014
Tumwater-6300	Office Svcs. Warehouse	Ricoh	MP2015PF	No	No	Lease	10/18/2014
Spokane	Audit	Ricoh	MP3351SP	Yes	Yes	Lease	10/24/2014
Tumwater-6500	Taxpayer Services	Ricoh	MPC6501	Yes	No	Lease	12/21/2014
Bothell	Audit Bldg C	Ricoh	MP4001SP	Yes	Yes	Lease	12/18/2014
Bothell	Compliance Bldg D	Ricoh	MP4001SP	Yes	Yes	Lease	12/18/2014
Bothell	Audit/Prop Tax/UCP Bldg D	Ricoh	MPC5501	Yes	Yes	Lease	12/18/2014
Bothell	Bothell Compl Bldg D	Ricoh	MPC2015PF	No	No	Lease	01/04/2015
Federal Way	Compliance	Ricoh	MPC4501	Yes	Yes	Lease	01/26/2015
Wenatchee	Compliance/Prop Tax/Audit	Ricoh	MP4001SP	Yes	Yes	Lease	02/14/2015
Seattle	Audit	Ricoh	MP3352SP	Yes	Yes	Lease	03/28/2015
Seattle	Compliance	Ricoh	MPC5502	Yes	Yes	Lease	03/28/2015
Tumwater-6500	TAA - BLS WALI Rm	Ricoh	MP3352SP	No	No	Lease	04/26/2015
Vancouver	Audit	Ricoh	MP5002SPF	Yes	Yes	Lease	08/01/2015
Vancouver	Compliance	Ricoh	MP2550B	No	No	Lease	08/01/2015
Vancouver	Audit/Compliance	Ricoh	MP3352SP	Yes	Yes	Lease	08/01/2015
Tacoma	UCP/Prop Tax	Ricoh	MPC3502	Yes	Yes	Lease	08/05/2015
Tacoma	Audit/Compliance	Ricoh	MP5002SPF	Yes	Yes	Lease	08/06/2015
Tacoma	Compliance	Xerox	WC15	No	No	DOR Owned	DOR Owned

**NOTE: All [in scope](#) devices are those listed with a month to month rental agreement. Awarded Contractor will be required to replace devices as they expire that best meets the business needs and work flow requirements.**

**ATTACHMENT 3 – DOR ALL DEVICE INVENTORY**

<b>Building</b>	<b>*Number of Copiers/MFDs</b>	<b>**Number of Network Printers</b>	<b>**Number of Desktop Printers</b>	<b>**Number of Fax Machines</b>	<b>Total # of Devices</b>	<b>Total Employees</b>
Bellingham	2	3	3	1	9	<b>18</b>
Bothell	4	9	36	0	49	<b>86</b>
Bremerton	1	1	0	0	2	<b>3</b>
Olympia	11	23	44	5	83	<b>181</b>
Federal Way	1	2	2	0	5	<b>22</b>
Kent	3	5	9	1	18	<b>35</b>
Pt. Angeles	1	1	3	0	5	<b>8</b>
Richland	2	3	9	1	15	<b>16</b>
Seattle	3	9	38	0	50	<b>65</b>
Spokane	3	4	7	0	14	<b>29</b>
Tacoma	4	6	14	0	24	<b>47</b>
Vancouver	3	7	15	0	25	<b>43</b>
Wenatchee	1	5	4	1	11	<b>13</b>
Yakima	1	2	6	0	9	<b>11</b>
Tumwater 6300	7	15	14	2	38	<b>150</b>
Tumwater 6500	16	44	259	11	330	<b>392</b>
<b>TOTALS</b>	<b>63</b>	<b>139</b>	<b>463</b>	<b>22</b>	<b>687</b>	<b>1113</b>

NOTE: These numbers change on a regular basis. Estimates only.

\* These totals include both [in scope](#) and out of scope copiers/multi-function devices.

\*\* These devices are out of scope of this contract and maintained by DOR.