

Managed Print Services

Statement of Work

PURPOSE

The purpose of this request is to solicit potential options, approaches and strategies from selected contractors on the M2075 Copiers, Maint., and Supplies term contract for the efficient management and operation of office printing, scanning, and faxing needs at the New Jersey Department of Transportation (the Department) business offices throughout the State of NJ.

INTRODUCTION

The Department of Transportation has various types of office printing, scanning, and faxing equipment. The types range from single and multi-function network printers. The department is looking to evaluate the efficiency and the cost of maintaining, supporting, and/or replacing existing fleet of printing, scanning, and faxing equipment.

This evaluation should also include any cost-cutting recommendations. The Department has provided a list of equipment to be considered in this evaluation as Attachment A.

The Department has arranged for an optional walkthrough of the entire Headquarters Campus in Ewing N.J. and optional remote office for interested bidders Wednesday April 3rd 2024, Tuesday, April 9th, 2024, and Wednesday, April 10th, 2024.

Walkthrough Location: 1035 Parkway Ave. Ewing, NJ 08618

Walkthrough Contact: Tyrone Woodward / Office: 609-963-2495 / Cell: 609-213-8447 / Email: Tyrone.Woodward@dot.nj.gov

Please contact Mr. Woodward to make the walkthrough appointment.

PARTICULAR AREAS OF INTEREST

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

The response shall include the following:

1. Regular maintenance and pro-active replacement of consumables
2. Call Center for end user service calls and issues
3. Timeline for implementation including an option to gradually phase in service
4. Implementation and management of administrative settings (ie default to PIN printing, B&W, Duplex, etc)
5. Same business day service before 4:30 pm on calls placed before 12 noon
6. Next business day service, before noon, on calls made the afternoon of the previous business day
7. Providing printer hard drives from non-NJDOT owned equipment to NJDOT for destruction once the printing device is removed from service
8. Most cost-effective proposal based on any or combination of the following:
 - Cost per Page (Page counts per printer)
 - Total page volume (Globally)
 - Base + Click
 - Other pricing plans will be considered
 - Consumables should be included in any pricing plan

9. The vendor should provide tools or enable print services that provide the following capabilities:
- Live Metrics, per printer and in summary, available online to both NJDOT and vendors
 - A log of print jobs, including username and time of print job, per printer
 - Color Printing for specifically identified printer locations
 - Default color printers to black and white
 - Default printing to duplex
 - Provide the capability to require a personal identification number (PIN) to print
 - 11 x 17 printing for specifically identified printer locations
 - Scanning
 - Optional:
 - Event Badge Printing
 - eFaxing capabilities

INTENT

The intent of this Request for Proposal is to seek a means of using available printer technology to optimize and enhance the business processes associated with printing in the operation of NJDOT offices.

SCOPE OF SERVICES

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

METHODOLOGY AND EVALUATION

The solicitation is for a review of NJDOT's printing, scanning, and faxing environment and is being made under M2075 Copiers, Maint., and Supplies term contract. The request is being made to vendors under the contract consistent with the State of New Jersey, Department of the Treasury, Division of Purchase and Property Method of Operation for Special Item Number 51500 Managed Print Services.

Managed Print Services (MPS) includes equipment and services required to manage imaging output that may include printing, scanning, and faxing devices in a system that monitors and reports status, needs, and usage trends on a regular basis. The MPS plan may be based on a needs analysis. Services may include but are not limited to creating a business plan solution that incorporates recommendations for each existing piece of equipment (including removing/retirement/recycling/replacing/disposal). The plan may be phased to allow for an orderly progression to a new output environment. The plan should take into account the usage and floor plan of the equipment. The Ewing NJ Department of Transportation headquarters should be transitioned to the new equipment first before deploying to remote offices.

With this solicitation, contract vendors will have an opportunity to specifically provide an assessment of the Department's printing, scanning, and faxing environment, only.

There will be no further solicitation after the winning bidder is chosen from the proposals provided. The State reserves the right to negotiate with any of the bidders prior to making an award.

The evaluation and award shall be based on:

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

The proposal will provide a minimum of two (2) references within a 100 mile radius of Ewing N.J. These references should be of similar size and scope as NJDOT. NJDOT reserves the right to award the contract in whole or in part.

Bidders under the above mentioned contract may email questions regarding this solicitation no later than **Thursday, April 11th, 2024** to the following email address:

dot-ems_bid.procurement@dot.nj.gov

Bidders are encouraged to monitor the NJDOT – EMS website daily for updates, changes and responses to questions through the bid opening date.

<http://www.nj.gov/transportation/business/procurement/ems/current.shtm>

A listing of all NJDOT affected equipment entitled Attachment A is available at the above NJDOT – EMS website link.

Vendors will not have access by phone, email or in person to any State employees involved in the Department's printing, scanning and fax operation prior to the mandatory walkthrough.

Actual proposals are due electronically to dot-ems_bid.procurement@dot.nj.gov by: **Monday, April 15th, 2024 by 2:00pm EST.**

After review of the proposals, award will be at the sole discretion of the State of New Jersey. The State also reserves the right to not proceed with awarding any of the proposals or to award portions, in whole or in part, any proposal if appropriate.

Field Locations

The following locations will have MPS printers delivered to them.

NJDOT Ewing HQ – 1035 Parkway Avenue / Trenton, NJ 08625

NJDOT Northern HQ - 200 Stierli Court / Mt. Arlington, NJ 07856-1322

NJDOT Southern HQ - One Executive Campus. Cherry Hill, NJ 08002

NJDOT Hamilton CDU - 1400 Negron Dr. Hamilton, NJ 08691

NJDOT Harding SSP – Rt. 287 North MP 32.5, Harding Rest Area, Harding Twp., NJ 07976

NJDOT Elmwood Park – 670 River Dr Elmwood Park, NJ 07407

NJDOT Newark (Halsey St) - 153 Halsey St, Newark, NJ 07102

NJDOT Cherry Hill SSP - 1100 Frontage Rd. South, Cherry Hill, NJ 08034

STMC Woodbridge - 1 Turnpike Plaza Woodbridge NJ 07096

Price Submission

Pricing shall be for each model printer proposed, an all-inclusive price per page for color and an all-inclusive price per page for black & white. Price shall be submitted along with the proposal on the PB-120 form accompanying this Statement of Work. If the Bidder wishes to submit pricing in a different format, the PB120 should still be submitted mentioning the other Price Sheet. A cut sheet for each model proposed shall be included with the proposal.