



## Board Report

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Agenda Number: 8.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

**SUBJECT: CONVENIENCE COPYING SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 5 to Contract No. PS3825500 with Xerox Corporation to continue to provide the lease and maintenance of multi-function convenience copiers at various Metro locations, increasing the total not-to-exceed contract value by \$454,045 from \$4,132,773 to \$4,586,818, and extend the period of performance from September 1, 2022, through February 28, 2023.

#### **ISSUE**

The existing contract with Xerox Corporation (Xerox) will expire on August 31, 2022. A contract extension will ensure service continuity, provide Metro staff sufficient time to award a new contract, and allow an adequate transition period to acquire and install new equipment at various Metro locations and remove the old equipment.

#### **BACKGROUND**

In December 2015, Metro awarded Xerox a 5-year, firm-fixed unit price contract to lease and maintain a fleet of multi-function convenience copiers to enable staff at all Metro locations to copy, print, fax, and scan documents and reports.

During the Covid-19 pandemic, Metro management worked with Xerox to find ways to realize savings to reflect the significant reduction in volume due to employees teleworking. During this period, time-extensions were executed to continue with the agency's lease and maintenance of 228 copiers. This allowed Metro to identify the latest technology solution that efficiently manages printing and imaging services.

#### **DISCUSSION**

Metro recently issued a competitive solicitation for these services. The solicitation includes an updated Scope of Services (SOS), developed in coordination with Metro's Information Technology

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Services Department (ITS), which incorporates telework printing requirements in line with Metro's new telework policy that took effect on March 18, 2022. The SOS also includes Management Print Services (MPS), the latest technology solution that allows for efficient management of printing and imaging services. The MPS monitors usage of the copiers and efficiently addresses device malfunctions and/or repairs and delivery of replacement parts and supplies. It also supports a hybrid and remote work environment since print management is centralized.

The MPS solution will help support Metro's new hybrid culture of teleworking and only pay per click per volume. This solution will improve accessibility to our equipment for staff teleworking which will support employees in completing work assignments.

### **DETERMINATION OF SAFETY IMPACT**

Approval of this item will not impact the safety of Metro's employees and patrons.

### **FINANCIAL IMPACT**

The funding of \$454,045 is allocated in the FY23 Budget within cost center 6420, Copy Services, Account 51205, Rental & Lease of Office Equipment, under Project 100001. The cost center manager and the Chief People Officer will be responsible for budgeting the cost.

#### **Impact to Budget**

The source of funds for this contract is Project 100001 General Overhead and is comprised of Federal, State, and local funds. These funds are eligible for these services.

### **EQUITY PLATFORM**

There are no equity impacts anticipated as a result of this action.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goal #5 "provide responsive, accountable and trustworthy governance within the LA Metro organization." Providing these services will ensure that Metro maintains and nurtures a diverse, inspired, and high-performance workforce.

### **ALTERNATIVES CONSIDERED**

The Board may decline to approve this contract modification. This is not recommended because the alternatives below to this recommendation are not feasible:

1. Send all photocopying and printing requirements to the Copy Center. This would impede workflow. Although staff already sends large copy projects to the Copy Center, efficient and effective office productivity requires the ability to scan, copy, and print documents in smaller quantities immediately within the employees' work area.

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2. Purchase of new machines will require a large initial capital cost in acquiring multi-function copiers and peripherals.

**NEXT STEPS**

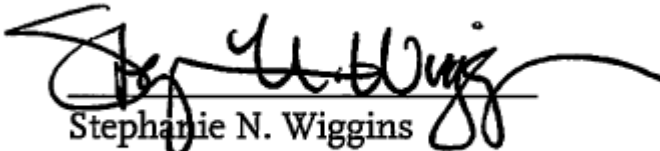
Upon approval by the Board, staff will execute Modification No. 5 to Contract No. PS3825500 with Xerox Corporation to continue to provide lease and maintenance of the multi-function copiers through February 28, 2023.

**ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary

Prepared by: Yolanda Limon, Manager General Services (213) 922-2113  
Don Howey, DEO, Administration (213) 922-8867  
Patrice McElroy, Deputy Chief People Officer (213) 418-3171

Reviewed by: Robert Bonner, Chief People Officer (213) 922-3048  
Debra Avila, Deputy Chief Vendor/Contract Management Officer (213) 418-3051

  
Stephanie N. Wiggins  
Chief Executive Officer