



Board Report

File #: 2022-0719, File Type: Contract

Agenda Number: 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 17, 2022

SUBJECT: MANAGED PRINT AND DIGITAL COPY SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm-fixed unit rate Contract No. PS83011000 to Canon Solutions America, Inc. to provide managed print and digital copy services Metro-wide for an amount not-to-exceed \$3,620,673, effective March 1, 2023, subject to resolution of protest(s), if any.

ISSUE

The existing contract with Xerox Corporation will expire on February 28, 2023.

Approval of the contract award will allow sufficient time for the transition/mobilization period required for the acquisition and installation of 240 multi-function devices (MFD) at various Metro locations and the removal of old equipment.

BACKGROUND

The current contract with Xerox Corporation has been in place for seven (7) years, and the equipment is now outdated. The award of a new contract will allow Metro to implement new technology and software with Managed Print Services (MPS). The MPS monitors the usage of the copiers and addresses malfunctions and repairs that are required. In addition, it will also place orders for replacement parts and supplies. This will allow for efficient management of printing and imaging services. It also supports a hybrid and remote work environment since print management is centralized.

DISCUSSION

Metro currently leases 228 MFDs to enable staff at all Metro locations to copy, print, fax, and scan documents. Under the new contract, Metro intends to lease 240 units to facilitate the agency's growth and provide equipment to new locations. New locations include:

- Compton, Chatsworth, Azusa, and Willowbrook locations

- Division 11 Trailers A & B
- Division 15 Maintenance Shop

In addition to the new MFDs, Metro will now have access to a Managed Print Services solution. The MPS solution will help support Metro's new hybrid culture of teleworking. This solution will improve accessibility to our equipment for staff teleworking which will support employees in completing work assignments. Additionally, Metro will only pay per click prints, which is a cost-effective solution.

DETERMINATION OF SAFETY IMPACT

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

FINANCIAL IMPACT

The funding of \$1,004,000 is allocated in the FY23 Budget within cost center 6420, Copy Services, Account 51205, Rental & Lease of Office Equipment, under Project 100001. Since this is a multi-year contract, the cost center manager and the Chief People Officer will be responsible for budgeting the cost in future years.

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 adverse equity impacts anticipated from this contract. The updated printing services are expected to better support Metro's hybrid workforce.

The Diversity and Economic Opportunity Department (DEOD) established an 8% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Canon Solutions America, Inc. made an 8% DBE commitment for this contract.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. 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. This is not recommended as the alternatives below this recommendation are not feasible:

1. Send all photocopying and printing requirements to the Copy Center and/or an outside vendor. This is not recommended because it 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.

2. Purchasing new machines. This alternative is also not recommended due to the large initial capital cost involved in acquiring multi-function devices, continued maintenance agreements, and the obsolescence that occurs with electronic devices.
3. Continue the current lease for multi-function devices. This alternative is not recommended because the equipment has been used for almost 7 years, and the technology is obsolete. Additionally, newer technology and increased capabilities of new devices will allow staff to improve the document management process.

NEXT STEPS

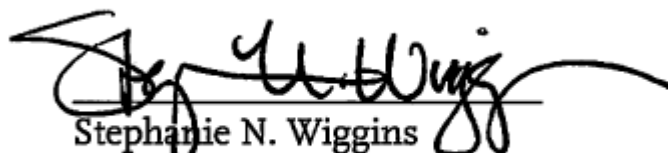
Upon approval by the Board, staff will execute Contract No. PS83011000 with Canon Solutions America, Inc. to manage print and digital copy services Metro-wide effective March 1, 2023.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Yolanda Limon, Manager General Services (213) 922-2113
Don Howey, EO, Administration (Interim) (213) 922-8867
Debra Avila, Deputy Chief Vendor/Contract Management Officer (213) 418-3051

Reviewed by: Robert Bonner, Chief People Officer (213) 922-3048


Stephanie N. Wiggins
Chief Executive Officer