

**RFQ 24- 002**  
**Cloud-based Managed Print Services (CMPS)**  
*Executive Summary*

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## RFQ 24-002

### Cloud-based Managed Print Services (CMPS)

#### Executive Summary

##### Purpose

DeKalb County School District (DCSD) submitted a *Request for Quote (RFQ)* for responses from highly qualified, experienced, capable, and responsible offerors to provide the implementation of a *Cloud-based Managed Print Services (CMPS)* solution. Implementation is defined as setup, configure, deploy, and management of the proposed cloud-based managed print services. This service will replace the district's current managed print services contract which expires in June 2024. The service will include but is not limited to multifunctional devices (MFDs) and laser printers/copiers (black and white and color). The awarded offeror will furnish all necessary services, management, personnel, training, materials, equipment, licenses, forms, printing, phones, and vehicles for the performance of professional CMPS in accordance with the specifications, requirements and terms, and conditions stated in the proposal. "Services" include all labor, materials, tools, specialized equipment, supplies, trained personnel, and all other cost and charges, and all things and services necessary to provide CMPS.

The outcome in offering this contract are as follows:

- Lower the total cost of ownership for Cloud-based Managed Print Services,
- Reduce the environmental impact (support sustainability),
- Reduce energy consumption,
- Increase security for sensitive documents,
- Streamline operations, standardize equipment, and increase efficiency,
- Defined Service level agreements for repairs,
- Provide proactive monitoring of equipment,
- Monitor and provide toner delivery when levels are low,
- Provide ability to proactively monitor the equipment for potential failures over the network,
- Utilize a single offeror to manage and service all printers and multi-functional devices.

One of the major requirements is that all competitors must have a state, federal, or cooperative contract.

##### Background and Process

The evaluation team was made up of five staff members in the Division of Information and Instructional Technology (DIIT). Two represented the End-User Asset Management Office, one represented the Network, Enterprise and Telecommunications Office, and one represented the Project Management Office (PMO)--RFQ process facilitator.

The solicitation was written in March/April 2024, published in April 2024 for two weeks, and evaluated May 2024 and will be submitted to the Board of Education for approval in June 2024. On May 10, 2024, the deadline for receiving responses, three vendors responded to the solicitation, deemed responsive, and were evaluated. DIIT posted RFQ 24-002 on Euna Bonfire website on April 26, 2024, on its UNSPSC Commodity Code site. Electronic notifications were sent to 928 vendors through Bonfire, there were 18 Takers (or those who downloaded the proposal) and received 3 responses.

## Evaluation Results

Based on a careful evaluation of how well each of the three possible choices/offers could meet the five major criteria considered, Lexmark International LLC appears to be the best choice. The three choices considered were:

Lexmark International LLC

CDW Government LLC

Standard Office Systems (SOS)

The criteria and point values used to evaluate the options are listed below:

Firm's Overview – 15 points

Scope of Services – 30 points

Firm's Relevant Experience and Expertise – 20 points

Professional References – 15 points

Cost Proposal – 20 points

*Scope of Services* was the most significant factor leading to the choice of Lexmark International LLC over the other respondents.

### **Scope of Services**

*Scope of Services* was rated on a 30-point scale, which the breakdown of the scores is displayed in the table under the Evaluation Criteria column, where the highest score received as the best choice was 29.33. The second-best score received 22.33 points, then the next received 20.33 points.

| Evaluation Criteria                                                                                                                                                                                | Total Weight | Lexmark International LLC | Standard Office Systems | CDW Government LLC |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------|-------------------------|--------------------|
| <b>Scope of Services</b>                                                                                                                                                                           | <b>30</b>    | 29.33                     | 20.33                   | 22.33              |
| Please provide your company's detailed methodology and proposed strategy for providing Cloud-based Managed Print Services (CPMS) for DCSD and describe the components of the cloud-based services. | 14           | 13.67                     | 9.33                    | 12                 |
| Provide a detailed implementation strategy for project rollout in DCSD. Refer to section H. Implementation and the site and device location table in Attachment C.                                 | 14           | 14                        | 9                       | 8.67               |
| Provide the name and telephone number of the individual(s) that can be contacted in case of an emergency or for services needed after hours, holidays or weekend.                                  | 2            | 1.5                       | 2                       | 1.5                |

The next three significant factors leading Lexmark International LLC as the best choice are displayed in the table below:

**Firm's Relevant Experience, Expertise and Firm's Overview, and Professional References**

| Evaluation Criteria                                                                                                                                                                                                                                | Total Weight | Lexmark International LLC | Standard Office Systems | CDW Government LLC |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------|-------------------------|--------------------|
| <b>Firm's Relevant Experience and Expertise</b>                                                                                                                                                                                                    | <b>20</b>    | 17.67                     | 15.33                   | 17.67              |
| Provide 5 clients and subtract points if less than 5                                                                                                                                                                                               | 8            | 7.33                      | 6.33                    | 8                  |
| 1. Owner/Client Name and location.                                                                                                                                                                                                                 | 2            | 2                         | 1.83                    | 2                  |
| 2. Nature of services provided.                                                                                                                                                                                                                    | 2            | 2                         | 1.83                    | 2                  |
| 3. Owner/Client representative name, title, email address, and phone number                                                                                                                                                                        | 2            | 1.67                      | 1.83                    | 2                  |
| 4. Dates of Service (Start mm/yyyy and end mm/yyyy)                                                                                                                                                                                                | 2            | 2                         | 1.50                    | 1.67               |
| 5. Owner/Client size (number of facilities, employees/students, number of WAN core sites, etc.)                                                                                                                                                    | 2            | .67                       | .67                     | .33                |
| 6. List of staff involved in providing the services who will also be assigned to DCSD include their names and titles.                                                                                                                              | 2            | 2                         | 1.33                    | 1.67               |
| <b>Firm's Overview</b>                                                                                                                                                                                                                             | <b>15</b>    | 14.33                     | 11.17                   | 12.17              |
| Provide a full and complete company profile to include, but not limited to Firm's name, address, headquarters and or branch office handling this project, as well as primary contact name, title, related telephone/fax numbers and email address. | 3            | 3                         | 2.67                    | 2.33               |
| State how many years licensed to do business under the name stated above. Describe firm ownership structure and history.                                                                                                                           | 1            | 1                         | .83                     | .83                |
| List the number of permanent employees and provide an organizational chart of the firm.                                                                                                                                                            | 3            | 2.67                      | 1.67                    | 2                  |
| Provide a professional biographical summary (resume) including certifications and detailed outline of the role and responsibility of executive/management staff and any staff or subcontractors assigned to manage the CMPS environment            | 3            | 3                         | 1.67                    | 2                  |
| Provide the total number of current                                                                                                                                                                                                                | 5            | 4.67                      | 4.33                    | 4.67               |

|                                                                                                                                             |           |       |      |      |
|---------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------|------|------|
| clients/owners and industries served.                                                                                                       |           |       |      |      |
| <b>Professional References</b>                                                                                                              | <b>15</b> | 14.50 | 7.67 | 6    |
| The company shall submit at least three written recommendations from current or previous clients/owners. (K-12 Institutions are preferred.) | <b>12</b> | 12    | 5    | 3.33 |
| DCSD reserves the option of contacting any of the references provided to confirm information provided.                                      | <b>3</b>  | 2.50  | 2.67 | 2.67 |

### **Cost Proposal**

The proposal quotes were presented as follows:

| <b>Evaluation Criteria</b>                                                                                                                                                                               | <b>Lexmark International LLC</b> | <b>Standard Office Systems</b>  | <b>CDW Government LLC</b>       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------|---------------------------------|
| <b>Cost Proposal</b>                                                                                                                                                                                     |                                  |                                 |                                 |
| Fixed <u>monthly</u> rate for a print volume of 160M/year along with an all-inclusive pricing structure to include replacing current fleet, service, equipment, software, and supplies (excluding paper) | <b>\$147,820.28</b>              | <b>\$100,459.41</b>             | <b>\$408,715.52</b>             |
| Cost to add or relocate device within same building (Please indicate if no charge)                                                                                                                       | <b>\$154.02</b>                  | <b>INCL IN COST ABOVE - \$0</b> | <b>\$146.00</b>                 |
| Cost to add or relocate device to another building (Please indicate if no charge)                                                                                                                        | <b>\$351.22</b>                  | <b>INCL IN COST ABOVE - \$0</b> | <b>\$282.00</b>                 |
| Cost to add or relocate device after 90-day storage (Please indicate if no charge)                                                                                                                       | <b>\$351.22</b>                  | <b>INCL IN COST ABOVE - \$0</b> | <b>\$96.00</b>                  |
| Cost of services and support for printing devices DCSD may want to include but not provided by the offeror (see Criteria, Section F (19))                                                                | <b>135.67</b>                    | <b>INCL IN COST ABOVE - \$0</b> | <b>INCL IN COST ABOVE - \$0</b> |
| Per unit cost for School or Office MFP purchases to add to managed print services (refer to Section F (21))                                                                                              | <b>\$135.67</b>                  | <b>INCL IN COST ABOVE - \$0</b> | <b>INCL IN COST ABOVE - \$0</b> |

The points calculated and received in the evaluation tool are as follows (see table below). Note: When \$0 is entered for pricing for any vendor, it throws off the calculations for the remaining vendors in evaluation tool. Therefore, only the first cost item is scored. Results indicate that SOS has better pricing than Lexmark International LLC and CDW Government LLC.

| <b>Evaluation Criteria</b>                                                                                                                                                                        | <b>Total Weight</b> | <b>Lexmark International LLC</b> | <b>Standard Office Systems</b> | <b>CDW Government LLC</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------|--------------------------------|---------------------------|
| <b>Cost Proposal</b>                                                                                                                                                                              | <b>20</b>           | 10.19                            | 15                             | 3.69                      |
| Fixed monthly rate for a print volume of 160M/year along with an all-inclusive pricing structure to include replacing current fleet, service, equipment, software, and supplies (excluding paper) | <b>15</b>           | 10.19                            | 15                             | 3.69                      |
| Cost to add or relocate device within same building (Please indicate if no charge)                                                                                                                | <b>1</b>            | 0                                | 0                              | 0                         |
| Cost to add or relocate device to another building (Please indicate if no charge)                                                                                                                 | <b>1</b>            | 0                                | 0                              | 0                         |
| Cost to add or relocate device after 90-day storage (Please indicate if no charge)                                                                                                                | <b>1</b>            | 0                                | 0                              | 0                         |
| Cost of services and support for printing devices DCSD may want to include but not provided by the offeror (see Criteria, Section F (19))                                                         | <b>1</b>            | 0                                | 0                              | 0                         |
| Per unit cost for School or Office MFP purchases to add to managed print services (refer to Section F (21))                                                                                       | <b>1</b>            | 0                                | 0                              | 0                         |

## Decision Table

A decision table has been created showing total scores for each criterion. This table gives a complete view of all criteria used in evaluating each response.

| Evaluation Criteria                      | Total Weight | Lexmark International LLC | Standard Office Systems | CDW Government LLC |
|------------------------------------------|--------------|---------------------------|-------------------------|--------------------|
| Firm's Overview                          | 15           | 14.33                     | 11.17                   | 12.17              |
| Scope of Services                        | 30           | 29.33                     | 20.33                   | 22.33              |
| Firm's Relevant Experience and Expertise | 20           | 17.67                     | 15.33                   | 17.67              |
| Professional References                  | 15           | 14.50                     | 7.67                    | 6                  |
| Cost Proposal                            | 20           | 10.19                     | 15                      | 3.69               |
| Total Points                             | 100          | 86.03                     | 69.50                   | 61.85              |

## Conclusion

After a careful evaluation of each option, Lexmark International LLC appears to be the best choice.