

Chronology: Managed Print Services and Multi-Function Print Device Program

In 2016, the DeKalb County School District (DCSD) completed a districtwide refresh of its multi-function printing devices (copy machines). Over time, that fleet aged beyond recommended lifecycle standards, resulting in increased maintenance demands, inconsistent device performance, and rising operational risk. To address these challenges and modernize the District's print environment, the Division of Information and Instructional Technology initiated a comprehensive review of the District's managed print services strategy and vendor support model.

In April 2024, the Division conducted a competitive procurement process to identify the most qualified provider of managed print services for DCSD. Using an e-procurement solution to ensure broad market access and competition, Request for Qualifications (RFQ) 24-002 was published on the Bonfire UNSPSC Commodity Code site on April 26, 2024. Electronic notifications were issued to 928 vendors, with eighteen vendors downloading the solicitation documents and three firms ultimately submitting proposals for formal evaluation. Following a thorough review of all submissions, Lexmark International was selected based on the strength of its proposal, its alignment with District requirements, and its ability to deliver a comprehensive, scalable, and cost-effective managed print services solution.

As a result of this procurement, DCSD completed a full districtwide refresh of multi-function printing devices during the 2024-25 school year, replacing equipment that had reached or exceeded end-of-life. This initiative established a modern, standardized fleet across all schools and centers and implemented a centralized managed print services program to support ongoing operations, maintenance, and lifecycle management. The program was structured as a five-year agreement, with annual renewals presented to the Board of Education for approval. The current request represents year two of that five-year agreement.

The managed print services program is designed not only to maintain hardware, but to provide a comprehensive operational environment that supports reliability, security, efficiency, and cost control across the District.

Key Services:

- **Centralized Fleet Management and Maintenance**
All multi-function printing devices are managed under a single, districtwide program, ensuring consistent performance standards, coordinated maintenance, and streamlined service delivery across schools and administrative sites.
- **Lifecycle and Refresh Management**
Devices are managed according to defined lifecycle standards, reducing the risk of unexpected failures, improving long-term planning, and helping control total cost of ownership through predictable refresh cycles.
- **Standardized Equipment Environment**
The program establishes consistent device models and configurations across the District, simplifying support, improving user experience, and increasing operational efficiency for both school and IT staff.
- **Service Level Agreements and Responsive Support**
Defined service level agreements govern repair response times and service quality,

ensuring timely resolution of issues and minimizing instructional and operational disruptions.

- **Proactive Network Monitoring and Diagnostics**

Devices are monitored over the network to identify performance issues, error conditions, and potential failures before they impact users, allowing for preventative maintenance and faster resolution of problems.

- **Automated Supplies Management**

Toner levels are continuously monitored, and supplies are automatically replenished as needed, reducing downtime, eliminating manual ordering, and ensuring devices remain operational when needed.

- **Security and Data Protection**

The managed print environment includes controls designed to protect student information and sensitive documents, supporting the District's broader information security and compliance objectives.

- **Sustainability and Energy Efficiency**

Newer devices and optimized fleet management contribute to reduced energy consumption, lower waste, and improved environmental sustainability across the District.

- **Single-Vendor Accountability**

A unified service model provides clear accountability for equipment performance, maintenance, and support, simplifying vendor management and ensuring consistent service delivery.

The continued investment in managed print services ensures that DCSD sustains the benefits of its districtwide device refresh, protects its technology investment, and maintains a high level of service, reliability, and security for staff and schools.

Procurement:

In accordance with Board of Education Purchasing Policy DJE III.D.3.d., the Purchasing Department is authorized to make purchases through inter-governmental and educational cooperatives, alliances, and consortiums to achieve cost savings and administrative efficiencies based on economies of scale. Accordingly, this purchase with Lexmark International will utilize the TIPS (The Interlocal Purchasing System) cooperative purchasing contract 240103 (Copiers, Fax, Multifunction Machines, and Services)

Financial Impact:

Year	Cost
2024-25	\$1,773,843.36
2025-26	\$1,773,849.84
2026-27	\$1,773,849.84 requested