



TEXAS HIGHER EDUCATION COORDINATING BOARD

Request for Offers (RFO)

Managed Print Services

Texas Higher Education Coordinating Board
1200 East Anderson Lane
Austin, Texas 78752

RFO No. 781-1-24414

NIGP: 985-26

Solicitation Post Date: April 8, 2021
Written Questions Deadline: April 23, 2021, by 11:59 p.m. CST/CDT
Proposal Deadline: May 10, 2021, by 11:59 p.m. CST/CDT

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1.0 Introduction

The purpose of this request is to solicit Managed Print Services from selected contractors on their business class line of products. The solution is to include all equipment, toner, preventative maintenance (parts and labor), remote and onsite support for the term of the contract for the efficient management and operation of office printing, scanning, and fax needs throughout the offices of the Texas Higher Education Coordinating Board (THECB).

THECB has the need for various types of office printing and scanning equipment. The types range from color “print only” network printers, color multi-function network printers and high volume/high capacity multi-function network printers. To manage business faxing needs, we prefer to have a cloud fax solution.

The agency is scheduled to move to a new building in the Capitol Complex in fiscal year 2023 (September 1, 2022-August 31, 2023). We are looking for a vendor who will review our existing solution and provide recommendations on cost savings and improved efficiency. The vendor should offer flexibility and business continuity options in this new multi-year contract to ensure a smooth transition for the agency’s workforce from the current physical location to the new office building.

The THECB seeks managed print services to replace the existing managed service contract that expires August 31, 2021. The new managed service must be in place, tested and ready to support the agency’s operational needs no later than August 23, 2021.

2.0 Eligibility Information

Respondents must have a current contract with the Department of Information Resources (DIR). Respondents who do not meet this requirement are not eligible for award.

3.0 Proposal Deadline

THECB requests that proposals be sent in for consideration by **11:59 p.m. CST/CDT, May 10, 2021**. Proposals received past the deadline will not be accepted. Please submit proposals to eBids@highered.texas.gov.

4.0 Questions

Please submit all questions in writing to eBids@highered.texas.gov by **11:59 p.m. CST/CDT, April 23, 2021**.

5.0 Point of Contact

Respondents shall direct all inquiries, written questions, requests for clarification, and communications concerning this RFO to the Point of Contact listed below.

Inquiries and comments must reference RFO No. 781-1-24414.

Contact:
Michelle Tafoya-Salazar
Purchaser III
Texas Higher Education Coordinating Board
Office of General Counsel
eBids@highered.texas.gov

THECB will post additional information, responses to written questions, RFO modifications, and addenda on the THECB website. It is the responsibility of interested party to periodically check the THECB's website for updates to the solicitation prior to submitting a response. Respondent's failure to periodically check the THECB's website will in no way release the selected contractor from "addenda or additional information" resulting in additional costs to meet the requirements of the RFO.

Please Note: Ms. Tafoya-Salazar is the only permitted point of contact. Contact or attempted contact with other THECB employees, including Commissioners and their staff, may result in a Respondent's immediate disqualification.

6.0 Pricing

Due to COVID-19, the THECB is searching for a vendor with flexible pricing and service. More than 75% of THECB staff is currently telecommuting.

The vendor is to provide detailed pricing/costs to implement proposal.

7.0 Statement of Work (SOW)

Based on the agency's historical usage, planned usage, and growth we anticipate needing the following equipment and services.

Equipment:

- Standard Network Printer – "Print Only" Model
 - Seven (7) machines anticipated
 - Less than 8,000 monthly page volume
 - Minimum 55 PPM (pages per minute)
 - Color printing
 - Collate, fold, staple, 3-hole punch
 - USB support

- Four (4) drawers
 - Typical US formats (envelope, letter, legal, etc.)
 - Specialty stock (Glossy, picture, check, etc.)
- Wired/Wireless network
- Job pause/Interrupt

- Standard Multi-Function Network Printer
 - Thirteen (13) machines (including one (1) spare, *see* additional requirements below) anticipated
 - Less than 8,000 monthly page volume
 - Minimum 55 PPM
 - Color printing
 - Collate, fold, staple, 3-hole punch
 - USB support
 - Copy
 - Staple, 3-hole punch
 - Scan to email
 - Fax (Cloud Fax Solution preferred; *see* Cloud Fax Solution section)
 - Four (4) drawers
 - Typical US formats (envelope, letter, legal, etc.)
 - Specialty stock (Glossy, picture, check, etc.)
 - Wired/Wireless network
 - Job pause/Interrupt

- High Volume Multi-Function Network Printer
 - Three (3) machines anticipated
 - Between 10,000 – 25,000 monthly page volume
 - Minimum 75 PPM
 - Color printing
 - Collate, fold, staple, 3-hole punch
 - USB support
 - Copy
 - Staple, 3-hole punch
 - Scan to email
 - Fax (Cloud Fax Solution preferred; *see* Cloud Fax Solution section)
 - 4 drawers
 - Typical US formats (envelope, letter, legal, etc.)
 - Specialty stock (Glossy, picture, check, etc.)
 - Wired/Wireless network
 - Job pause/ interrupt

- Cloud Fax Solution
 - Offers multiple options for sending and receiving, organizing fax workflows, and reporting
 - API-enabled cloud fax and document automation integrations
 - Data is secured and encrypted at every stage

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

Additional Requirements:

- a. One on-site spare multi-function network printer to replace a malfunctioning machine until repaired. This is to be provided at no cost to the agency.
- b. THECB wants the ability to add additional machines at a negotiated rate during the contract period. THECB retains the right to reduce the number of machines during the contract period with no penalty.
- c. THECB expects either a flat monthly fee per machine or that each machine will have a print volume threshold before any per print charges do occur. Vendor to propose most cost-effective solution for THECB.
- d. THECB expects the machines to be easy to use by the average consumer and that the vendor will provide training on the equipment.
- e. There should be regular maintenance and pro-active replacement of consumables:
 - Published preventative maintenance schedule for each machine; and
 - Routine/predictive failure parts/consumables to be maintained on-site.
- f. The machine should allow for job changes from the machine console as well as the PC.
- g. The machines should allow implementation and management of administrative settings (i.e. default to PIN printing, black and white printing, duplex printing, etc.).
- h. The vendor should provide tools or enable print services that provide the following capabilities:
 - Live Metrics, per printer and in summary, available online;
 - A log of print jobs, including username and time of print job, per printer;
 - Default color printers to black and white printing;
 - Default printing to duplex printing;
 - Provide the capability to require a network logon (badge swipe) to print/some machines/users may default to non-secure print; and
 - End users to be able to customize their default print options from the PC.

8.0 Service Levels

Vendor shall provide:

- a. Call Center for end user service calls and issues
- b. Same business day service before 4:30 p.m. on calls placed before 12:00 p.m. (noon)

- c. Next business day service before 12:00 p.m. (noon) on calls placed after 12:00 p.m. (noon) on the previous business day
- d. Account management and technical support in the Austin, Texas area
- e. Monthly on-site account management meeting with agency stakeholders

9.0 Vendor Response and Evaluation

The vendor must submit a detailed response. This response should be submitted in Portable Document Format (PDF). Submit proposals to eBids@highered.texas.gov. Hard copy proposals mailed or delivered to the THECB will not be accepted.

Responses must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise).

Proposals Must Include the Following:

Proposals missing any of the following will be considered unresponsive.

- 1. Project Work Plan addressing the tasks specified in the SOW in Section 7.0:
 - a. Addresses Equipment
 - b. Addresses Additional Requirements
- 2. Estimated Price/Cost for the Performance Period
- 3. Vendor Experience
- 4. Vendor References – three (3) total references for whom vendor has done work similar to the work requested in the SOW.
- 5. Key Personnel Resumes

Evaluation Criteria:

Weight	Criteria
20%	Price
25%	Project Work Plan: Addresses Statement of Work in Section 7.0
25%	Ability to meet all Service Levels requirements in Section 8.0
10%	Acceptable timeline for implementation
10%	Experience implementing a proposal of similar scope
10%	References and Resumes

THECB will not be responsible for undelivered or returned emails.

10.0 Period of Performance

The timeline for implementation includes an option to gradually phase in service. The current contract expires on August 31, 2021, and the new service should be available no later than

August 23, 2021. The period of performance is a term of four (4) years and shall end on August 31, 2025.

11.0 Historically Underutilized Business (HUB) Requirement

No work may be subcontracted or performed by a subcontractor that is not listed in and approved by DIR in the vendor's DIR HUB Subcontracting Plan. If the selected vendor has identified additional subcontracting opportunities, the selected vendor will need to submit a revised HUB Subcontracting Plan (HSP) to DIR for review and approval prior to any work being performed.

If the selected vendor decides to subcontract any part of the contract in a manner that is not consistent with DIR's HSP (Appendix B of the DIR Cooperative Contract), the selected vendor must comply and submit a revised HSP to DIR before subcontracting any of the work under this RFO. No work may be performed by a subcontractor before DIR has approved a revised HSP for the Cooperative Contract.

All HUB and non-HUB subcontractor information shall be reported to THECB using the HSP Prime Contractor Progress Assessment Report (PAR) form. The HSP PAR will be submitted monthly to THECB and include all payments made to subcontractors, even during the months when no invoice is remitted.