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COUNTY OF ERIE

CHRIS COLLINS
COUNTY EXECUTIVE

November 28, 2011

Immediate Consideration Requested

The Honorable
Erie County Legislature
92 Franklin Street – 4th Floor
Buffalo, NY 14202

RE: Managed Document Output Services

Honorable Members:

The Division of Information and Support Services seeks authority to enter into a five (5) year contract with the Xerox Corporation to provide managed print and copy services for Erie County. The current contract for this service expires on December 31, 2011.

This proposal was selected based on the results of an analysis of six (6) vendor responses to a Request for Proposal (RFP) for Managed Document Output Services for Erie County. The RFP was issued under Erie County Administrative Code Section 19.08.

The review committee analysis ranked the Xerox proposal as the best solution for printing and copying services based on their engagement approach, transition strategy, technical requirements, equipment and software requirements, service requirements, security and financial. The proposal anticipates a minimum savings of 15% on the County's annual printing costs.

Should your honorable body require further information, I encourage you to contact the Division of Information and Support Services. Thank you for your consideration on this matter.

Sincerely,

CHRIS COLLINS
Erie County Executive

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Gregory Turner, Chief Information Officer
Division of Information and Support Services
Re: Managed Document Output Services
Date: November 28, 2011

SUMMARY

It is recommended that the Legislature approve the attached resolution in order to provide for Managed Document Output Services (Printing and Copying Services). The current contract for Printing Services will expire on December 31, 2011.

FISCAL IMPLICATIONS

None. The contract will be funded with existing funds from the department's operating budget. The proposal anticipates a minimal savings of 15% on the County's annual printing costs.

REASONS FOR RECOMMENDATION

The current contract for Printing Services will expire on December 31, 2011.

BACKGROUND INFORMATION

This proposal was selected based on the results of an analysis of six vendor responses to a request for proposal (RFP) for Managed Document Output Services for Erie County. The review committee analysis ranked the Xerox proposal as the best solution for printing services based on their engagement approach, transition strategy, technical requirements, equipment and software requirements, service requirements, security and financial.

The Division of Information and Support Services currently provides Printing Services to all County Departments. By providing printing as an enterprise service, DISS offers a wide range of printing capabilities at the lowest possible cost.

CONSEQUENCES OF NEGATIVE ACTION

Failure to approve this agreement will require the County to renew the existing printing services contract for a one year period, resulting in a missed opportunity to save taxpayer dollars.

STEPS FOLLOWING APPROVAL

The Division of Information and Support Services will follow approved procedures and execute the contract.

A RESOLUTION SUBMITTED BY:
DIVISION OF INFORMATION AND SUPPORT SERVICES

RE: Managed Document Output Services

WHEREAS, Erie County's Division of Information and Support Services provides printing and copying services to all County departments; and

WHEREAS, the contract with the current vendor for printing and copying services ends on December 31, 2011; and

WHEREAS, a request for proposal was issued to seek proposals for printing and copying services; and

WHEREAS, attached to this resolution are correspondence from Timothy Callan, Executive Director of the Poloncarz Transition Team, and Michael Szukala, Deputy Comptroller – Audit, supporting approval of contract award to Xerox; and

WHEREAS, the proposal submitted by Xerox was found to provide the best solution at the lowest cost for Erie County's printing and copying needs.

NOW, THEREFORE, BE IT

RESOLVED, that the County Executive, through the Division of Information and Support Services, shall be authorized to enter a five (5) year contract with Xerox for printing and copying services; and be it further

RESOLVED, that the source of funding exists in the Division of Information and Support Services rental charges account; and be it further

RESOLVED, that certified copies of this resolution shall be forwarded to the County Executive, County Comptroller, the Director of Information and Support Services, and the Director of Budget, Management and Finance.

From: Tim Callan [<mailto:tccallan@hotmail.com>]

Sent: Wednesday, November 23, 2011 12:18 PM

To: Greenan, John

Subject: Xerox Contract

John,

The Comptroller's Office has informed me that they reviewed the RFP process and package provided by DISS and that based on those documents and their review, they have no issues with the Xerox contract, if the Collins Administration elects to submit it to the County Legislature for approval.

Regards,

Tim

Subject: FW: The MFD contract with Xerox.

From: Szukala, Michael
Sent: Monday, November 21, 2011 1:15 PM
To: Cornell, Mark; Turner, Gregory J.
Subject: The MFD contract with Xerox.

Greg,

The Comptroller's Office has no objections to the Xerox contract. Below is my understanding. If any of it is wrong, please let me know.

The County contract for photocopiers expires at the end of this year. DSS has issued an RFP for new copiers, received responses and selected a winning bidder. DSS then called MDC and asked him if we (Comptroller's Office) would review the RFP and the winning bid. A reason for this is the problems with the last copier contract. (Audit did a report on this in 2009.)

I've reviewed the RFP and it fairly describes the County's needs. It was widely disseminated. There were four bidders who responded to the RFP. They were Xerox, Ricoh, OCE and Lexmark. Xerox, as you may recall, was the firm that complained about the previous agreement.

Xerox was the low bidder. They bid out for 396 Multi-Function Devices (MFD's). The County had 335 MFD's in 2008.

The new machines will have fax/scan ability and 42 will have color capability. These features were not discussed in the earlier contract.

In 2008, the County's main problem was how pooled copies were counted. The MFD's were billed as 335 machines with 7,154 free copies per machine. The County assumed that the machines with more than 7,154 free copies would be offset by the machines with less than 7,154 copies. The vendor at the time did not agree, hence the lawsuit. This problem has been resolved and now pooled copies are counted by machine type – there are three kinds of MFD's, each with their own pool of free copies.

Copies above the pool limit are cost out at \$.0158 per B/W copy, and \$.0558 per color copy. The 2008 agreement costs out excess copies at .08 cents per copy. That's an amazing savings!

In 2008, the County used 2,160,508 black and white copies, with no color copies included in the contract. The new RFP bids out copy usage at 2,570,861 black and white copies, and 80,522 color copies. I see this as reasonable.

The new system has a new feature: if you print above a specific number of copies, the print job will be sent down to the print shop. This will save money, as the print shop charges less per copy for large jobs. There is also a feature on specific machines where the print job is sent to a machine, but the machine won't actually print the pages unless you (the person who sent out the job to be printed) enter in a code at the actual MFD. This prevents someone from seeing your document as it's printing and is considered a security measure for highly sensitive documents. I don't think we need security at this level, but some County Departments asked for a feature like this.

Michael R. Szukala MBA CIA
Deputy Comptroller - Audit
95 Franklin Street - Room 1125
Buffalo, New York 14202
Voice (716) 858-8430
Fax (716) 858-6195
Erie County Waste, Fraud and Abuse Tipline (716) 858-7722
All tipline calls are strictly confidential

Managed Document Output Services (Print/Copy Services) RFP 1113BC

Final Vendor Scoring

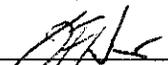
Scoring meeting conducted 10/6/2011 1:30 PM DISS Conference Room Rath 1508

Vendor / Category	Value %	highest rating	highest weighted score	WEIGHTED SCORES		
				Lexmark	Oce	Xerox
Engagement Approach	20	5	100	62.85714286	77.14285714	94.28571429
Transition Strategy	15	5	75	51.42857143	57.85714286	64.28571429
Technical Requirements	10	5	50	38.57142857	38.57142857	42.85714286
Equipment and Software Requirements	10	5	50	37.14285714	42.85714286	45.71428571
Service Requirements	10	5	50	42.85714286	42.85714286	44.28571429
Security and Infrastructure	15	5	75	60	64.28571429	68.57142857
Financial	20	5	100	71.42857143	77.14285714	100
TOTAL	100		500	364.2857143	400.7142857	460

#3 #2 #1

- Attendees:
- Jeff Hart, Deputy County Executive
 - Carl Szarek, County Clerk's Office
 - Bridget Corcoran, Purchasing
 - Paul Scharmach, District Attorney's Office
 - Lisette Routolo, County Attorney's Office
 - Karen Rybicki, Social Services
 - Greg Turner, DISS
 - Carl Nuermberger, DISS

In my opinion in recommending Xerox to provide Managed Document Output Services for Erie County, the Division of Information and Support Services (DISS) has complied with all applicable provisions of Section 19.08 of the Erie County Administrative Code. Scoring sheets and other material related to this matter are available for review at the DISS offices during regular business hours.



 JEFF HART, Deputy County Executive



 Gregory Turner, Chief Information Officer - DISS

Managed Document Output Services Proposal Review - Round 2

Meeting on 6 October 2011 @ 1:30 PM Rath 1508.

Reviewer: Bridget Corcoran

Date: 10/6/11

Please review and score each category for the proposal on a scale of 1 to 5; Where 5 = Strong, 1 = Weak

5.2 Scoring Matrix

Scoring Category and Description

1. Engagement Approach (20%)

- a. Description of how the implementation will align with production requirements at Erie County.
- b. Description of creative methods for cost reductions and service improvements.

	Score		
Lexmark	Oce	Xerox	
	4	5	5

2. Transition Strategy (15%)

- a. Description of how the implementation will minimize disruption to Erie County users.

4	5	4
---	---	---

3. Technical Requirements (10%)

4	3	5
---	---	---

4. Equipment and Software Requirements (10%)

4	5	4
---	---	---

5. Service Requirements (10%)

- a. Service Level Agreement (SLA)
- b. Asset Tracking
- c. Load Balancing

4	5	5
---	---	---

6. Security and Infrastructure (15%)

5	5	5
---	---	---

7. Financial (20%)

4	3	*5
---	---	----

Resp 4
Fix 8

* Concerned that Xerox proposal is open-ended on equipment expense. If number is unrealistic savings is reduced

* Lexmark had proposal for Case Management scanning - for DMV + Social Services.

* What additional costs would be incurred for on-site repair Staffer

Managed Document Output Services Proposal Review - Round 2

Meeting on 6 October 2011 @ 1:30 PM Rath 1508.

Reviewer: PAUL SCHARMACH Date: 10/6/11

Please review and score each category for the proposal on a scale of 1 to 5; Where 5 = Strong, 1 = Weak

5.2 Scoring Matrix

Score

Lexmark

Oce

Xerox

Scoring Category and Description

1. Engagement Approach (20%)

- a. Description of how the implementation will align with production requirements at Erie County.
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3	3	4
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2. Transition Strategy (15%)

- a. Description of how the implementation will minimize disruption to Erie County users.

3	3	4
---	---	---

3. Technical Requirements (10%)

4	5	5
---	---	---

4. Equipment and Software Requirements (10%)

4	4	5
---	---	---

5. Service Requirements (10%)

- a. Service Level Agreement (SLA)
- b. Asset Tracking
- c. Load Balancing

4	4	4
---	---	---

6. Security and Infrastructure (15%)

4	4	4
---	---	---

7. Financial (20%)

4	4	5
---	---	---

Managed Document Output Services Proposal Review - Round 2

Meeting on 6 October 2011 @ 1:30 PM Rath 1508.

Reviewer: Karen Rybicki

Date: 10/6/11

Please review and score each category for the proposal on a scale of 1 to 5; Where 5 = Strong, 1 = Weak

5.2 Scoring Matrix

Scoring Category and Description	Score		
	Lexmark	Oce	Xerox
1. Engagement Approach (20%) a. Description of how the implementation will align with production requirements at Erie County. b. Description of creative methods for cost reductions and service improvements.	4	4	5
2. Transition Strategy (15%) a. Description of how the implementation will minimize disruption to Erie County users.	4	5	5
3. Technical Requirements (10%)	5	5	5
4. Equipment and Software Requirements (10%)	4	5	5
5. Service Requirements (10%) a. Service Level Agreement (SLA) b. Asset Tracking c. Load Balancing	5	4	5
6. Security and Infrastructure (15%)	5	5	5
7. Financial (20%)	4	4	5

Managed Document Output Services Proposal Review - Round 2

Meeting on 6 October 2011 @ 1:30 PM Rath 1508.

Review Carl Szarek- County Clerks Office

Date: Oct 6th

Please review and score each category for the proposal on a scale of 1 to 5; Where 5 = Strong, 1 = Weak

5.2 Scoring Matrix

Score

Lexmark

Oce

Xerox

Scoring Category and Description

1. Engagement Approach (20%)

- a. Description of how the implementation will align with production requirements at Erie County.
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3	3	4
---	---	---

2. Transition Strategy (15%)

- a. Description of how the implementation will minimize disruption to Erie County users.

4	3	3
---	---	---

3. Technical Requirements (10%)

4	3	4
---	---	---

4. Equipment and Software Requirements (10%)

4	3	4
---	---	---

5. Service Requirements (10%)

- a. Service Level Agreement (SLA)
- b. Asset Tracking
- c. Load Balancing

5	5	4
---	---	---

6. Security and Infrastructure (15%)

4	4	4
---	---	---

7. Financial (20%)

4	4	5
---	---	---

28	25	28
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Managed Document Output Services Proposal Review - Round 2

Meeting on 6 October 2011 @ 1:30 PM Rath 1508.

Reviewer: CARL NUERNBERGER, DISS Date: 10/6/2011

Please review and score each category for the proposal on a scale of 1 to 5; Where 5 = Strong, 1 = Weak

5.2 Scoring Matrix

Score

Lexmark

Oce

Xerox

Scoring Category and Description

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3	4	5
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2. Transition Strategy (15%)

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3	3	4
---	---	---

3. Technical Requirements (10%)

4	3	3
---	---	---

4. Equipment and Software Requirements (10%)

3	4	4
---	---	---

5. Service Requirements (10%)

- a. Service Level Agreement (SLA)
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4	4	4
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6. Security and Infrastructure (15%)

3	3	4
---	---	---

7. Financial (20%)

3	4	5
---	---	---

Managed Document Output Services Proposal Review - Round 2

Meeting on 6 October 2011 @ 1:30 PM Rath 1508.

Reviewer: Lissette M. Ruotolo

Date: 10/6/11

Please review and score each category for the proposal on a scale of 1 to 5; Where 5 = Strong, 1 = Weak

5.2 Scoring Matrix

Score

Lexmark

Oce

Xerox

Scoring Category and Description

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6. Security and Infrastructure (15%)

4	5	5
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7. Financial (20%)

4	4	5
---	---	---

Managed Document Output Services Proposal Review - Round 2

Meeting on 6 October 2011 @ 1:30 PM Rath 1508.

Reviewer: CAROL TURNER, CIO DISS

Date: 10/6/2011

Please review and score each category for the proposal on a scale of 1 to 5; Where 5 = Strong, 1 = Weak

5.2 Scoring Matrix

Score

Lexmark

Oce

Xerox

Scoring Category and Description

1. Engagement Approach (20%)

- a. Description of how the implementation will align with production requirements at Erie County.
- b. Description of creative methods for cost reductions and service improvements.

2	4	5
---	---	---

2. Transition Strategy (15%)

- a. Description of how the implementation will minimize disruption to Erie County users.

3	3	5
---	---	---

3. Technical Requirements (10%)

3	3	4
---	---	---

4. Equipment and Software Requirements (10%)

3	4	5
---	---	---

5. Service Requirements (10%)

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- c. Load Balancing

4	4	4
---	---	---

6. Security and Infrastructure (15%)

3	4	5
---	---	---

7. Financial (20%)

2	4	5
---	---	---

Lexmark

- * Open ended transition Plan
- * Lack of print shop.
- * Not aggressive in printers.
- * Financials not complete.
- * Used Coins to Co Clerk.

Oce

- * Transition requires too much data capture.
- * Approach but not aggressive in printers.
- * Public Sector right
- * Highest Bidder

Xerox

- * lowest bid.
- * Not aggressive beyond w/EK
- * excellent techn.
- * JD Power