STATE OF NORTH CAROLINA
DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)

Statewide Term Contract:	**920M – Managed Print Services**
Effective Dates:	April 1, 2017 – March 31, 2021 Renewals: One (1) one-year option
Bid Documents:	ITS-400095 Addendum 1 Addendum 2
DIT Contract Administrator:	Debbie Patterson Email: debbie.patterson@nc.gov Office: 919-754-6619

NOTE: A FAQ document is available on DIT's 920M contract page with answers to commonly asked questions related to this statewide term contract.

SCOPE

The scope of the 920M Statewide Term Contract is limited to Managed Print Services for Agencies within the State of North Carolina. Table 1 summarizes the scope of this IT Statewide Term Contract.

Original Managed Print Services Component Offerings	Component Description
Assessment Services	Vendor analyzes and documents current business processes, work flow, usage of existing components and technologies surrounding Document Output Devices. Services within this area would include producing inventory reports of legacy Document Output Devices, current usage for printing and copying (black and white and color), faxing, scanning with subsequent print requirements, and associated costs, usage of Consumables, cost analysis reports, identifying cost savings, and ultimately recommending how to make changes to improve productivity and reduce total costs.
Implementation and Project Management	Vendor works with the Agency to develop and execute a detailed implementation plan to guide the successful deployment of Managed Print Services within the Agency. The implementation plan shows when new Document Output Devices will be installed, and when legacy Document Output Devices will be de-installed, including implementation progress milestones. During the SOW period, Vendor meets with the Agency on a mutually agreed upon frequency (e.g., quarterly) to conduct a Business Review to help manage the relationship, ensure that the Agency is on track to meet or exceed targeted benefits, monitor SLAs, address performance issues, explore additional improvement opportunities, etc.
Change Management	Vendor develops a comprehensive strategy to manage the transformation to a Managed Print Services model that delivers the targeted benefits to the Agency. This includes educating Agency management and users around printing leading practices, and helping them modify their printing behaviors to achieve the targeted benefits.

Original Managed Print Services Component Offerings	**Component Description**
Procurement Services for New Document Output Devices	Vendor provides procurement services for new Document Output Devices that may be required by the Agency to provide needed technology features or to replace end of life legacy Document Output Devices. **Agencies are not allowed to directly purchase or lease any Document Output Devices from the Vendor under this contract**, except under an end of SOW buyout scenario if agreed upon by Agency and Vendor.
Support Services for Legacy and Vendor Provided Document Output Devices	Vendor manages the Agency's legacy Document Output Devices that are included in the SOW and Vendor provided Document Output Devices to at least the minimum agreed upon Service Level Agreements in the SOW. This would include, but is not limited to, providing maintenance, break/fix, troubleshooting, Consumables replacement with OEM ink or toner cartridges, and software updates / fixes.
Technical Support / Help Desk Services	Vendor furnishes technical assistance to Agencies in the installation, operation, maintenance, and recovery of managed Document Output Devices.
End User Training	Vendor provides training to Agency end users on new or moved managed Document Output Devices.
Standard and Ad-Hoc Reporting and Documentation	Vendor produces defined standard reports and ad hoc reports via online or electronic copy (e.g., PDF, Excel) as may be required by an Agency or NCDIT.
Asset Tracking	Vendor tracks all managed Document Output Device(s) to include, but not limited to, physical location of device, device type and features, device usage, and device maintenance records.
Managed Print Accounting Services	Vendor's MPS Solution accounts for the usage activity and costs by job, task, device, user, location, department or other similar Agency requirement. This includes providing software to support device management.
Installation / Move / Change / De-Installation Services	Vendor provides installation of new managed Document Output Device(s) as needed, relocation of existing managed Document Output Devices, and continued modification or upgrade of managed Document Output Devices. Vendor performs all installation of new managed Document Output Devices and verifies proper operation of all managed Document Output Devices. Vendor manages the de-installation and removal of Vendor placed Document Output Devices. The Agency will be responsible for de-installation and removal of legacy Document Output Devices that the Agency determines have reached their end of life.
Managed Print Security Services	Vendor's MPS Solution supports Agencies' compliance with statewide information security and data classification and handling policies and procedures
End of Engagement / Transition Management	Vendor works with the Agency to develop and manage execution of a detailed written transition plan within the last six (6) months of the SOW. The transition plan includes coordinating the return process and timing for all Vendor provided Document Output Devices to help ensure minimal impact to Agency's ability to print during transition period.

Table 1: Scope of 920M Statewide Term Contract

Additional Managed Print Services Component (as added via Amendment on April 1, 2020)	**Component Description**
Document Imaging/Scanning Services	Vendor provides document scanning and backfile conversion services to assist Agency in converting or replacing paper documents with digital images. **Note:** Purchase of Software licenses may be required for Document Imaging/Scanning,. The terms of any Third-Party Software solution must be negotiated with the State prior to the start of the engagement if no licensing agreement currently exists between the Vendor and State.
Document Workflow Automation Services	Vendor provides workflow data analysis, automation of paper-based workflows to digital, and scanning and document management solutions. **Note:** Purchase of Software licenses may be required for Workflow Automation. The terms of any Third-Party Software solution must be negotiated with the State prior to the start of the engagement if no licensing agreement currently exists between the Vendor and State
Enhanced Secure Print Services	Vendor provides network and data security related to MPS devices or the improvement of document security. Vendor assists Agency with printing jobs that adhere to a specific privacy standard to prevent unauthorized access to printed information. **Note:** Purchase of Software licenses may be required for Enhanced Secure Print Services. The terms of any Third-Party Software solution must be negotiated with the State prior to the start of the engagement if no licensing agreement currently exists between the Vendor and State
MPS related services	Vendor provides professional services to support the Additional Managed Print Services Components

Table 2: Additional MPS offerings added to 920M effective April 1, 2020

This Statewide Term Contract does not cover the purchase or lease of Document Output Devices, which is available under statewide term contract 204D.

This contract is a **MANDATORY** Statewide Term Contract for the use of Executive Branch State Agencies and is a Convenience Contract, available, but not mandatory, for the use of non-Executive Branch State Agencies permitted by law. Such entities include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction, Instructional components of the North Carolina Community College System, as well as local (municipal and county) governments.

Respective Agencies with the need to purchase other goods or services related to those referenced in this award but that are not included in-scope of this contract are required to follow the State of North Carolina IT procurement rules, consistent with 09 N.C.A.C. 06 A& B and established procedures of the Department of Information Technology (DIT).

CONTRACT INFORMATION

AWARDED VENDORS

Table 3 contains the awarded Vendors that are available under this contract and their MPS offerings. The MPS components listed in Table 1 above are the MPS services that Vendors provided under the original bid and awarded contract. The Statewide IT Procurement Office amended the 920M contract effective April 1, 2020 to include the additional services listed in Table 2 above. Table 3 below denotes which 920M vendors offer the additional MPS services.

Awarded Vendor	Original MPS Component Offerings (Table 1)	Document Imaging/Scanning Services (Table 2)	Document Workflow Automation Services (Table 2)	Enhanced Secure Print Services (Table 2)	MPS related services (Table 2)
Dex Imaging, Inc. (formerly Dean's Office Machines)	Yes				
KM Data	Yes			Yes	
Lexmark	Yes				
Ricoh	Yes	Yes	Yes	Yes	Yes
Systel	Yes	Yes	Yes	Yes	Yes
Toshiba	Yes	Yes	Yes	Yes	Yes
Xerox	Yes	Yes	Yes	Yes	Yes

Table 3: 920M Awarded Vendors and MPS Services offered

PRICING

Since each Agency's Managed Print Services needs and environment is unique, Agencies are required to follow the Assessment, SOW, and Acceptance process described below to determine the best value solution:

Step 1: An Agency interested in procuring Managed Print Services will contact a **minimum** of two Vendors on the Managed Print Services Statewide Contract to request an Assessment

Step 2: Agency will schedule site visit(s) to enable the Vendors to conduct an Assessment of the Agency's current Document Output Devices, physical layout of facilities, number of employees, and to gain an understanding of the Agency's business requirements and cost reduction targets.

Step 3: Each Vendor will work with the Agency as needed, and develop a proposed SOW that details the plan to reduce total costs of printing while meeting the business needs of the Agency. The SOW (see the DIT 920M contract website for a Sample Statement of Work) will include at a minimum:

a. SOW Purpose
b. Term of the Agreement
c. Key Resources
d. Target Objectives
e. Service Level Agreements
f. Agency Specific Requirements
g. Vendor Specific Requirements
h. Pricing

i. Current and Future Document Output Device Plan
j. Signatures

Step 4: Agency will seek any clarifications needed on each Vendor's proposed SOW, obtain final SOW from each Vendor if needed, and then select the Vendor who best meets the Agency's business requirements. The Agency may decide to not choose any Vendor to provide MPS.

Step 5: If approved and awarded by the Agency, the selected Vendor will work with the Agency to sign and implement the approved SOW.

Vendor's SOW pricing to Agency shall include all hardware, software, maintenance, software maintenance and services required to fulfill the agreed upon Managed Print Services as defined in the SOW. Vendor's pricing included in a SOW shall not be higher than the Vendor's not to exceed pricing from the Vendor's accepted offer. Please refer to the Excel document called Managed Print Services Not To Exceed Pricing on the DIT 920M contract website for a listing of not to exceed pricing for all awarded Vendors.

Recognizing that there needs to be a minimum level of printing activity for the Managed Print Services approach to be cost effective for Agencies and Vendors, the State established a minimum threshold of twenty-five (25) legacy Document Output Devices for an Agency to request Vendors to conduct an Assessment and develop a proposed at no cost to the Agency. Vendors may conduct an Assessment at no cost for Agencies that have less than 25 current Document Output Devices, but are not required to do so. For Agencies that have fewer than twenty-five (25) legacy Document Output Devices, Dex Imaging, Inc., KM Data, Systel, and Toshiba have agreed to conduct an assessment at no cost.

VENDOR CONTACT INFORMATION

Table 4 contains the awarded Vendors' Ordering Address and Assigned Contact information. Orders shall be issued directly to the respective Vendor. To address service or pricing questions, please contact the Vendors listed below.

Vendor Name	Ordering Address	Assigned Contact
Dex Imaging, Inc. (formerly Dean's Office Machines)	1035 Winston Street Greensboro, NC 27249	**Sales – State and Local Governments, & Education** Knight Gardner Knight.gardner@deximaging.com Office: 336-379-7062, Ext. 2035 Toll Free: 800-273-3267

Vendor Name	Ordering Address	Assigned Contact
KM Data	2424 Reliance Ave. Apex, NC 27539	**Sales** Mark Rudolph rudolph@kmdata.com Office: 919-387-5900 Toll Free: 800-310-0522
Lexmark	One Lexmark Centre Drive 740 West New Circle Road Lexington, KY 40550	**Sales** Paul Sanchez Paul.Sanchez@Lexmark.com Office: 919-618-4060
Ricoh	1550 Sawgrass Corporate Pkwy., Ste. 100 Sawgrass, FL 33323	**Sales – Government and Education** Roger Hosler roger.hosler@ricoh-USA.com Office: 561-529-2204

Vendor Name	Ordering Address	Assigned Contact
Systel	2604 Fort Bragg Road Fayetteville, NC 28303	**Sales** Bill Stone bstone@systeloa.com Office: 919-830-5491 Toll-Free: 800-849-1500
Toshiba	400 North Main Street Post Office Box 1299 Mount Gilead, NC 27306	**Sales – State and Local Governments** Angie Norman angie.norman@tbs.toshiba.com Office: 910-975-0897 Toll Free: 800-553-0748, ext. 2320 **Sales – K-12 and Higher Education** Joanne Murphy joanne.murphy@tbs.toshiba.com Office: 919-422-7030 Toll Free: 800-553-0748, ext. 2327
Xerox	45 Glover Ave. Norwalk, CT 06856-4505	**Sales – State and Local Governments** Michael Spinelli michael.spinelli@xerox.com Office: 704-996-2510 Toll Free: 877-739-7011 Gerald Britt gerald.britt@xerox.com Office: 804-677-1921

Table 4: Awarded Vendor's Address and Assigned Contact Information.

TAXES

The State of North Carolina is exempt from Federal excise taxes and no payment will be made for any personal property taxes levied on the Vendor or for any taxes levied on employee wages. Agencies of the State may have additional exemptions or exclusions for federal or state taxes. Evidence of such additional exemptions or exclusions may be provided to Vendor by Agencies, as applicable, during the term of this contract. Applicable State or local sales taxes shall be invoiced as a separate item

TRANSPORTATION COSTS

Transportation shall be **FOB Destination,** unless otherwise specified in the solicitation document or purchase order. Freight, handling, charges for pallets, charges for special shipping requirements and distribution charges shall be included in the total price of each item. Any additional charges included on the invoice shall not be honored for payment, unless authorized by change order by the Agency. In cases where parties other than the Vendor ship materials against this order, the shipper shall be instructed to show the purchase order number on all packages and shipping manifests to ensure proper identification and payment of invoices. Complete packing lists shall accompany each shipment.

PERFORMANCE ASSURANCE

Vendor has agreed to meet or exceed the Service Level Agreements in Table 5.

Service Level Agreement	Definition	Minimum Threshold
Document Output Device Uptime	Vendor shall provide Document Output Devices under this contract to Agencies that perform at an effectiveness level of at least ninety-five percent (95%) during any 3-month period. In the event that any Document Output Device is inoperative due to equipment failure, through no fault or negligence of the Agency user, and the total number of hours of downtime exceeds five percent (5%) of the total productive time for three (3) consecutive calendar months, the Agency reserves the right to require the Vendor to replace the Document Output Device or terminate the order with no termination or removal charges being assessed to the State. Vendor will be notified in writing and, after such notice, shall remove and replace the defective Document Output Device(s) within ten (10) business days at no cost to the Agency. Failure to respond in good faith may result in termination of the Vendor's contract. Total productive time will be computed by multiplying 8 hours per day by the number of working days in the month, excluding weekends and official State holidays. The effectiveness level for a Document Output Device shall be computed by dividing the total productive time by the total available time multiplied by 100. Scheduled Preventative Maintenance calls neither related to, nor coinciding with repair/breakdown calls, will not be considered downtime. Product downtime due to power outage to the facility or network-level outages will not be considered downtime unless attributed to Vendor's action or lack of action. Upon request, Vendor shall supply a complete repair history to the Agency using the Document Output Device or to the NCDIT Contract Administrator. If Vendor has reason to believe that Document Output Device problems are the result of deliberate damage by the Agency, the Agency and NCDIT Contract Administrator shall be notified. The Agency, or the NCDIT Contract Administrator if escalated, will determine the facts and try to resolve the situation to the satisfaction of all parties. Document Output Device downtime caused by deliberate actions of the Agency will not be charged to the Vendor.	95%

Service Level Agreement	Definition	Minimum Threshold
On-Site Response Time	Because of the important role that Document Output Devices play in enabling Agencies to conduct the State's business, standard service response time for Document Output Devices covered under a maintenance agreement with the Vendor shall be next business day or less for all Document Output Devices regardless of location within the State of North Carolina. For the purposes of this RFP and resulting contract, response time shall mean the time between when the initial service call is placed with the Vendor and the arrival of a trained service person at the Agency user's site. A telephone call, unless it results in solving the problem, shall not be deemed an acceptable service response. Repeated failure to provide service to all specified areas within the contracted time may result in the removal of the Vendor from the contract.	Next business day
Break Fix Resolution	Vendor is expected to have reported issues diagnosed and resolved and the Document Output Device fully operational within two (2) business days after the service request call was logged with the Vendor.	99%
First Time Fix	Vendor is expected to resolve reported issued the first time reported. Vendor is expected to have no other service calls placed for the same Document Output Device for the same equipment-related issue (e.g., issue was not due to user error) within ninety (90) calendar days of issue being initially resolved.	90% of all service calls
Device Installation Time	Vendor shall process Agency purchase orders and install ordered Document Output Devices in a timely manner. Device Installation Time is the number of calendar days between Vendor's receipt of a valid request for new Document Output Device and the date the new Document Output Device is installed and operational. Agency requested delivery and install dates that are past the established minimum threshold are not measured for this Service Level Agreement.	Less than 20 business days

Table 5: Service Level Agreement Minimum Thresholds

Vendor shall support NCDIT and Agencies to track, measure, and report on each of the Service Level Agreements in Table 5. Vendor shall provide a $50 invoice credit for each instance of below Minimum Threshold indicated in Table 5 for an Agency as measured each contract quarter. Invoice credits shall be provided to the Agencies within thirty (30) calendar days after the end of the contract quarter. Vendor shall not need to provide an Agency an invoice credit for a Document Output Devices that falls below the 95% minimum threshold if the Document Output Device is replaced by the Vendor at no cost to the Agency.

All Service Level Agreements shall be tracked and reported by the Vendor from the beginning of the contract. To enable the Vendor to implement and stabilize its processes, the Performance Assurance invoice credits for each instance below the Minimum Threshold will not commence until after sixty (60) calendar days from the start of the Statement of Work.

AMENDMENTS / UPDATES

- 2017-09-29: Updated Ricoh contact information
- 2017-10-09: Updated Toshiba contact information
- 2019-01-03: Updated Lexmark contact information
- 2019-04-26: Updated Xerox contact information
- 2019-06-24: Dex Imaging Inc. acquired Dean's Office Machines. Assignment Amendment to Dex Imaging, Inc. executed.
- 2020-04-01: Amendment 1 to STC 920M to include additional MPS services and exercised first year renewal option extending contract through March 31, 2021. Dex Imaging chose not to offer additional MPS services so their contract was extended through March 31, 2021 and only includes the Original MPS Service offerings from Table 1 of this document. Lexmark was removed from STC 920M until they return signed contract extension.
- 2020-04-27: Lexmark was reinstated on the 920M contract. Lexmark chose not to offer additional MPS services. Their 920M contract was extended through March 31, 2021 and only includes the Original MPS Service offerings from Table 1 of this document.

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