



KCRC

**Recommendation to the
Kent County Board of Road Commissioners**

September 13, 2022

Contract #22-60: Multifunction Office Devices and Printers

The Kent County Road Commission received RFP responses for new multifunction office devices at Walker View, and replacement of equipment at the other complexes. The goal of this RFP was to select a vendor to provide and support of all office equipment resources across the organization, as well as providing a costs savings to be achieved by consolidating printing resources.

Currently there are there are at least 5 different equipment brands in use across all KCRC locations, 4 different printer support contracts with 2 separate vendors, and a wide variety of stocked service parts and toner at each complex. With the implementation of this RFP, we expect to reduce the total number of printers in the organization by almost 50% and have all equipment on a single contract with lower per page printing cost. Installation of the new equipment is expected to coincide with staff moving to the new Walker View facility as well.

There were 3 vendors that provided responses to the RFP, including Michigan Office Supply (Xerox), Applied Innovation (Ricoh), and Adams Remco (Toshiba). The proposals were evaluated by staff members from the Finance Team, including Purchasing and Information Technology. All 3 vendors were then invited to present regarding their responses to the RFP and answer any KCRC questions that arose from the review of the proposals.

After these meetings, staff came to the following conclusions:

- 1) All 3 companies have the capabilities to provide the required services for managing the KCRC printing environment.
- 2) The hardware and software presented by each company can support the office needs of the organization, and no one presented hardware that was above and beyond the capabilities of the other responses.
- 3) With an expected service life of 5-7 years for the provided equipment, a 5-year estimated cost shows a negligible difference in overall cost between all 3 companies.
- 4) Service and support are the main differentiators between the 3 companies.

After final review of the proposals, staff recommends for the Board to award Contract #22-60: Multifunction Office Devices and Printers to **Applied Innovation**, for the following reasons:

- 1) Provides large local presence for both service technicians and parts inventory.
- 2) A local call dispatch center allows for the fastest time to resolve most issues, limiting downtime in our network environment.
- 3) Minimal intervention by staff for support and maintenance, outside of toner replacement.
- 4) Per page pricing 30% less than the company rated second by staff.

Timothy Care (Sep 8, 2022 11:37 EDT)

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