



**City of Waukesha**  
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<b>Committee:</b> Information Technology Board	<b>Date:</b>
<b>Common Council Item Number:</b> 24-8973	<b>Date:</b> 2024-04-16
<b>Submitted By:</b> Chris Pofahl	<b>City Administrator Approval:</b> Anthony W. Brown
<b>Finance Department Review:</b> Joseph P. Ciarro	<b>City Attorney's Office Review:</b> Brian Running
<b>Subject:</b> Review and Act: Renew the Impact Networking Managed Print Services contract	

**Details:**  
 Impact Networking has been a valuable partner of the City's since we first contracted with them in 2019. The contract covers the two main types of printers we use, which are the larger multifunction devices (categorized as A3), and smaller desktop size printers (categorized as A4). Specialty devices like receipt printers, and check scanners are not part of this contract.

The contract gives the City an allowance on the number of images per month. Images in excess of the allowance receive a charge above the monthly base. An image is defined as a page printed, scanned, or copied. The monthly allowance for B&W images has increased from 56,708 to 65,000 and for color images from 21,124 to 45,000. The cost per click for B&W has increased from \$0.00520 to \$0.0063, and the cost per click for color increased from \$0.02720 to \$0.0334.

New to this contract, is a fee to have Impact come in once a year and update all the firmware on every device. Previously, firmware was only updated as preventative maintenance when a technician was working on a particular device. This addition is to alleviate compatibility issues, as well as secure these devices that are notorious for having vulnerabilities.

**Options & Alternatives:**  
 There could be an RFP posted to look at other proposals. However, the service from Impact has been really good. Additionally, the pricing on this contract is still lower than the pricing we received from all the 2019 RFP respondents.

**Financial Remarks:**

The base contract has been adjusted to the City's monthly click totals to prevent overages, and on average will lower monthly base by \$250.00 per month.

**Executive Recommendation:**

Approve renewing the contract with Impact.