



**CITY OF WAUKESHA**

**Administration**

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| <b>Committee:</b><br>Information Technology Board                            | <b>Date:</b><br>2/6/2019   |
| <b>Common Council Item Number:</b><br>#19-0320                               | <b>Date:</b><br>3/5/2019   |
| <b>Submitted By:</b><br>Chris Pofahl, IT Director                            | <b>City Administrator Approval:</b><br>Kevin Lahner, City Administrator <b>KML</b> |
| <b>Finance Department Review:</b><br>Rich Abbott, Finance Director <b>RA</b> | <b>City Attorney's Office Review:</b><br>Brian Running, City Attorney <b>BER</b>   |
| <b>Subject:</b><br>Impact Networking Managed Print Services Contract         |  |

**Details:**

The City has been using Ricoh for managed print services for the last two years. Due to very poor performance, we terminated the Ricoh contract and went to RFP for a new provider. Impact Networking won the bid. "Managed print services" covers toner supply, preventative maintenance, and repairs of printing devices. Each type of printer (large multifunction devices or single-function devices) have a cost associated with each print job, one rate for black and white and another rate for color print jobs.

Impact Networking provided a very competitive offer, which is less than what we were paying Ricoh. The rate for color print jobs is two cents better than what the City gets on State contract pricing. These rates translate into real savings for the City. **For example, under State contract pricing we have with Ricoh, our average monthly color print jobs cost \$1204, under this contract they will be \$574.**

The Papercut software that is included does several things for us. First, it gives us the opportunity to do secure printing. Second, it allows users to release print jobs from any printer, which will be important in the new City Hall where multiple department share printers. Third, it allows to create print policies that will help people make better choices when printing, for example choosing black and white over color, or printing duplex instead of single sided. Lastly, it gives us the tools to have accurate print metrics. All these features help us to drive down printing costs. Also included with the MPS contract are printers that will replace obsolete printers.

Impact Networking has been very responsive and easy to work with during the contract negotiations, resulting in a contract that is very advantageous to the City.

This contract features a "master" contract to which Impact's own contracts and purchase orders are attached. This master contract will also cover all future purchase orders for replacement machines as that becomes necessary, and any other additional goods or services ordered from Impact. The master contract overrides provisions in Impact's contracts that are contrary to our requirements in the RFP.

**Options & Alternatives:**

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**Financial Remarks:**

The costs associated with this contract were included in the object 53135 of 2019 operating budgets of each department.

**Executive Recommendation:**

Approve the contract with Impact Networking for Managed Print Services, approve the master contract portion for inclusion in all future purchase orders from Impact, and authorize the Mayor to sign this contract and all future purchase orders of goods or services under our agreement with Impact.

**Committee Recommendation:**