



Managed Print Services & Printer Fleet Update Request for Proposal

Attachment A

RFP COORDINATOR:

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Attachment A

RFP Vendor Questionnaire

Please provide the following information about your company.

| 1.0 Company Profile | | |
|----------------------------|---|--|
| 1.1 | Company Name | |
| 1.2 | Company Address | |
| 1.3 | Contact Information (Party responsible for responding to this RFP) | |
| 1.4 | Company Webpage | |
| 1.5 | Main Products / Services | |
| 1.6 | Main Market / Customers | |
| 1.7 | Number of years in the Market | |
| 1.8 | Company location(s) | |
| 1.9 | Number of Employees How many are full-time vs. contractual? | |
| 1.10 | Number of Employees in Account Management | |
| 1.11 | Number of Employees in Technical Support | |
| 1.12 | Key Business Partners | |

2.0 General

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| 2.1 | <p>Q. Please describe your organization and management structure, particularly with respect to your managed print service. Please include primary location and key contacts who will be supporting NKCAC.</p> <p>A.</p> |
| 2.2 | <p>Q. Why do you believe that you are a good fit with our organization?</p> <p>A.</p> |
| 2.3 | <p>Q. Describe your onboarding/implementation process and approach if you were selected?</p> <p>A.</p> |
| 2.4 | <p>Q. Do you conduct QBRs and what is the nature of those meetings?</p> <p>A.</p> |
| 2.5 | <p>Q. What differentiates your organization from your competitors, and how will this be relevant to us?</p> <p>A.</p> |
| 2.6 | <p>Q. What do you feel are your biggest hurdles to a successful relationship with NKCAC?</p> <p>A.</p> |
| 2.7 | <p>Q. What type of training do you offer either during onboarding or ongoing?</p> <p>A.</p> |
| 2.8 | <p>Q. Is your company currently or expecting to be involved in any mergers or acquisitions which will have any impact on the managed print services offering?</p> <p>A.</p> |

3.0 Managed Print Offerings

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| 3.1 | <p>Q. Please describe the ideal Managed Print Services offering model your company can provide leading to immediate and future mutual success, including, but not solely limited to external resources, technology, business intelligence, process excellence, subcontractors (please provide list of all applicable third-party suppliers), etc. How does your company's managed print services offering differentiate your company from your competitors?</p> <p>A.</p> |
| 3.2 | <p>Q. Please describe and define how your company trains staff for both client delivery and required skill sets. Please differentiate hard and soft skill capability as they pertain to managed print services offerings.</p> <p>A.</p> |
| 3.3 | <p>Q. Please describe how your company stays current on market trends.</p> <p>A.</p> |

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| 3.4 | <p>Q. With specificity, please detail how your company utilizes technology to optimize managed print services offerings. What types of technology are currently being used?</p> <p>A.</p> |
| 3.5 | <p>Q. How many new clients have you secured over the past twelve (12) months? How many, if any, are non-profit organizations?</p> <p>A.</p> |
| 3.6 | <p>Q. Please describe how you will monitor devices to proactively manage consumable ordering and device health (including preventative maintenance activities).</p> <p>A.</p> |
| 3.7 | <p>Q. Please describe the brands and models of leased devices that you offer and recommend as replacements to NKCAC's current printer/copier fleet.</p> <p>A.</p> |
| 3.8 | <p>Q. Please provide the location(s) from which technicians will be dispatched, and the staffing levels at each such location.</p> <p>A.</p> |

4.0 Account Service Support

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| 4.1 | <p>Q. Please describe and detail a full end-to-end implementation process including, but not limited to, resource availability (with timeline), an implementation timeline with samples from previous clients, roles, responsibilities, and expected level-of-effort from both suppliers and NKCAC.</p> <p>A.</p> |
| 4.2 | <p>Q. What NKCAC resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?</p> <p>A.</p> |
| 4.3 | <p>Q. What is your guaranteed "Go Live" date if awarded the contract on November 1, 2021?</p> <p>A.</p> |
| 4.4 | <p>Q. Describe a comprehensive service operation for NKCAC regarding hours of operation, call centers, dedicated resources, language restrictions, on-shore/off-shore resources, quality control, responsiveness to operational queries and escalations, QBRs, and other operational account governance.</p> <p>A.</p> |
| 4.5 | <p>Q. Please confirm you company's ability to support all nine counties as listed in this RFP and outline any existing or potential service constraints.</p> <p>A.</p> |
| 4.6 | <p>Q. Is any portion or all program administrative responsibilities outsourced? If so, please provide supplier(s) and detail the management of the applicable supplier(s). Will NKCAC be notified of outsourced suppliers?</p> |

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| | A. |
| 4.7 | Q. Please provide the implementation project manager(s) and their brief resume (both in industry and with your company) who will service the NKCAC account. A. |
| 4.8 | Q. Do you have dedicated tools provided for our Program Administrators? Provide best practices around service policies and procedures. Please detail the system, compatible browsers, and their reporting capabilities. A. |

5.0 Systems Integrations, and Reporting

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| 5.1 | Q. Pursuant to the detailed scope of this RFP, please describe, in depth, how your systems will interface with NKCAC. A. |
| 5.2 | Q. Will NKCAC require any augmenting or new technology to enable automation or integration? A. |
| 5.3 | Q. Please describe, in detail, your company's client-facing web portal, which must provide, at a minimum, the requirements identified in the Solution Requirements section above. Include any browser specifications required to access the web portal. A. |
| 5.4 | Q. Please list any additional software licenses or other technology that must be purchased by NKCAC to enable implementation of the full scope of the Services. NOTE: NKCAC is not responsible for any costs not clearly identified in your RFP response. A. |
| 5.5 | Q. Please identify how you will ensure the security of NKCAC's data and networks during and after the Service term. A. |

6.0 Technology Support

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| 6.1 | Q. What technical support is available for your technology and reporting packages and what hours is technical support available? A. |
| 6.2 | Q. Provide an explanation of the support structure for issue escalation in your IT organization. A. |
| 6.3 | Q. Describe your IT infrastructure. A. |

7.0 Quality & Innovation

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| 7.1 | <p>Q. How do you maintain excellent customer service and account support? Please provide examples.</p> <p>A.</p> |
| 7.2 | <p>Q. Please outline any innovative strategies your company has implemented in the past three (3) years and what innovations are in pipeline for the coming three (3) years.</p> <p>A.</p> |
| 7.3 | <p>Q. How does your company integrate innovative upgrades without impacting the customer's current day-to-day business?</p> <p>A.</p> |

8.0 Cultural Fit

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| 8.1 | <p>Q. Based on your understanding of NKCAC culture and vision; how will your company align with our core values and people?</p> <p>A.</p> |
| 8.2 | <p>Q. From a cultural and internal personnel standpoint, how is your company cultivating itself and investing in its people? What is your five (5) year plan?</p> <p>A.</p> |

9.0 References

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| 9.1 | <p>Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.</p> |
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Please provide any other information you feel should be considered in our evaluation.