

City Council – Action Request Form

Date: April 15, 2025

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Thomas Kureczka, Chief Information Officer
Angel Wright-Lanier, Assistant City Manager

Council Action Requested:

Resolution Approving a Contract with Ricoh USA for Managed Services for the Print Shop, Mail Delivery, and Network Printers

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: Yes



Summary of Information:

For the past four years the City has participated in a Managed Services Provider contract and relationship with Ricoh USA (Ricoh) for reproduction, printing, and mail courier services. The three components of these services are:

- 1) Mail distribution and courier services for the City's inter-office mail and all inbound and outbound USPS and Accountable mail for 57 mail stops within 19 City facilities.
- 2) The provision and support of the fleet of network Multi-Functional Printer devices, standard printers, copiers, and scanners in City facilities.
- 3) The Reprographic/Print Center Services located in the basement of the Bryce A. Stuart Municipal Building.

Committee Action:

Committee	Finance Committee 04/15/2025	Action	Approval
For	Unanimous	Against	
Remarks:			

The multi-year agreement was established with Ricoh for the period of January 2021 through December 2024 to provide Print Shop, Mail Delivery, and Network Printing equipment and services to all City departments. Ricoh continues to provide these essential services on a month-to-month basis to ensure uninterrupted support. At the same time, staff has worked towards a new contract.

A Request for Proposals (RFP) was officially issued to engage a single vendor capable of providing a comprehensive suite of services through a unified agreement. The RFP outlined an initial contract term of 60 months (5 years), with the possibility of a subsequent 36-month (3-year) extension, subject to the mutual agreement of both parties. The project includes the replacement of all printers with newer models and the implementation of new security printing features, allowing printed documents to be sent to any secured designated printer.

An RFP was prepared and advertised by the Purchasing staff, which sent it directly to 36 vendors, including six local vendors, and posted it on the City website. No local vendor chose to enter a bid. A list of companies notified of this opportunity can be found in Exhibit B. In response to the solicitation, four vendors expressed interest and submitted proposals. The four vendors and the associated pricing is:

Vendor	Monthly Cost	Yearly Cost	5 Year Cost	M/WBE	Location
Ricoh	\$ 65,975.00	\$791,700.00	\$3,958,500.00	Yes	Charlotte, NC
Toshiba	\$ 83,880.45	\$1,006,565.40	\$5,032,827.00	Yes	Lake Forest, CA
Coeco	\$ 58,594.19	\$703,130.28	\$3,515,651.40	No	Colfax, NC
Canon	\$ 63,548.96	\$762,587.52	\$3,812,937.60	No	Melville, NY

Two out of the four vendors bidding proposed utilizing a subcontractor for a portion of the work. Ricoh and Canon both would provide services with their own employees. Coeco submitted a subcontractor to use for their M/WBE, but MCS's (the subcontractor) WBE certification submitted with their bid was expired at the time of submission, making Coeco ineligible for M/WBE participation points.

See Exhibit A for complete proposal scoring for the four bidders as well as the scoring criteria.

Based upon the results of the scoring criteria it is recommended that the City enter a contract with Ricoh for a term of five years to provide managed services for the Print Shop, Mail Services, and fleet of Network Printers. Exhibit C illustrates Ricoh's Workforce Demographics. The annual cost of the new contract is \$791,700.00. Funding for the first year is in the approved FY 24-25 and proposed FY25-26 I.S. budgets.