



Ohio Public Employees Retirement System

Request for Information

For: Centralized Printing Services

Date: 6/26/09

277 East Town Street, Columbus, Ohio 43215

OHIO PUBLIC EMPLOYEES RETIREMENT SYSTEM

Request for Information

For: Centralized Printing Services

Table of Contents

A.	PROJECT SCOPE AND OBJECTIVES.....	2
B.	BACKGROUND	2
1.	Retirement Board.....	2
2.	Financial Information.....	2
C.	RESPONSE CONTENT	2
1.	COVER LETTER	2
2.	QUESTIONNAIRE	3
3.	BUSINESS REQUIREMENTS.....	4
4.	REFERENCES	6
5.	COST	6
6.	ADDITIONAL INFORMATION.....	6
D.	PRESENTATION REQUIREMENTS	7
E.	SELECTION CRITERIA.....	7
F.	INSTRUCTIONS FOR SUBMITTING RESPONSES.....	7

OHIO PUBLIC EMPLOYEES RETIREMENT SYSTEM

Request for Information

For: Centralized Printing Services

A. PROJECT SCOPE AND OBJECTIVES

The Ohio Public Employees Retirement System (OPERS) seeks service options and pricing schedules from vendors regarding our fleet of approximately 130 networked printers and copiers. The fleet consists of Hewlett Packard (HP) black & white and color printers, Lanier black & white and color multi-function devices (MFD's) and a Ricoh color MFD. Services to include: a guaranteed technician response time for both initial telephone/email confirmation of service call and on-site arrival, toner replacement, general preventative maintenance (PM) for each unit per service call, parts and labor. A current listing of units follows later within this RFI.

B. BACKGROUND

1. Retirement Board

In 1935, the Ohio Public Employees Retirement System (OPERS) began a tradition of providing excellent retirement benefits for state employees. With approximately \$59 billion in assets, the System provides retirement, disability, and survivor benefit programs for public employees throughout the state who are not covered by another state or local retirement system. OPERS serves more than 650,000 members of 3200+ public employers and over 140,000 retirees and surviving beneficiaries who receive monthly benefits.

2. Financial Information

The most recent OPERS Comprehensive Annual Financial Report is available on the OPERS website at <https://www.opers.org/pubs-archive/investments/cafr/2008-cafr-lores.pdf#zoom=80>

C. RESPONSE CONTENT

At a minimum, the written response must include the following information. For ease of review each requirement should be addressed in a separate section preceded by an index tab to identify the subject of the section. The response should be formatted on consecutively numbered pages and include a table of contents.

1. COVER LETTER

The vendor must include a cover letter, in the form of a standard business letter, and must be signed by an authorized individual. It must include:

- 1.1 A statement regarding the vendor's legal structure (e.g. an Ohio corporation), Federal tax identification number, and principal place of business.

1.2 Your firm's primary contact on this RFI, who has authority to answer questions regarding the proposal:

- 1.2.1 Firm Name
- 1.2.2 Contact's Name
- 1.2.3 Contact's Title
- 1.2.4 Contact's Address
- 1.2.5 Contact's Phone and Facsimile numbers
- 1.2.6 Contact's e-mail address

2. QUESTIONNAIRE

Please provide the following information:

2.1 Company Information

- 2.1.1 Your firm's domestic office locations, identifying which location will be assigned this project.
- 2.1.2 Your firm's organizational structure, including subsidiary and affiliated companies, and joint venture relationships.
- 2.1.3 Yes/No: Has your firm undergone any material change in its structure or ownership within the last 18 months? If yes, please describe.
- 2.1.4 Yes/No: Is any material change in ownership or structure currently under review or being contemplated?
- 2.1.5 If available, please provide a report, study, or assessment of your firm, prepared by an unbiased independent third-party source, concerning client satisfaction and measures of your firm's strengths and weaknesses vis-à-vis your key competitors.
- 2.1.6 Please provide your most recent financial statements including a statement of financial position, an annual income statement and balance sheet.
- 2.1.7 Please describe any material litigation to which your firm is currently a party.
- 2.1.8 Please provide a list and describe litigation brought against your firm by existing or former clients over the last 5 years.
- 2.1.9 Please describe any relationships that your firm has with potential vendors to OPERS, describing any potential fees or other remuneration your firm may receive for recommending their products or services.
- 2.1.10 Please provide a detailed list with supporting explanation of the brands of solutions implemented in similar engagements.
- 2.1.11 Current Customer Base
- 2.1.12 Total number of customers using the products being demonstrated for this RFI.

2.1.13 Information about any user groups sponsored by your company, or independent groups that are based on your product or company. The list must include location, contact information and approximate number of members in the group

2.2 Business and Market Focus

- 2.2.1 What is your business focus? What percentage of revenue comes from this focus versus other products or services?
- 2.2.2 In which vertical markets or specific business applications do you specialize?
- 2.2.3 In which vertical market do you have the most customers?
- 2.2.4 In which national or international standards committees do you participate?
- 2.2.5 How many times and when have you updated your software in the past three years?
- 2.2.6 How many software releases have been delayed in the last three years?
- 2.2.7 Describe the process you have established for your customers to influence product development?
- 2.2.8 How many customer suggestions have you implemented in the past three years?
- 2.2.9 Is there a user group for your products? If so, please provide contract information for the user group.

3. BUSINESS REQUIREMENTS

Vendor responses will address the following items:

- Their ability to provide services for the HP printer models listed below:
 - Toner replacement, PM's, parts & labor
- Their ability to provide services for the Lanier MFD's listed below:
 - Toner replacement, PM's, parts & labor
- Their ability to provide service to the Ricoh MFD listed below:
 - Toner replacement, PM's, parts & labor
- A detailed description of their guaranteed response times:
 - Initial telephone/email confirmation of the service call
 - On-site arrival time
- A detailed description of print job re-directing options:
 - i.e. 1-100 copies to an HP printer, 100-250 copies to a Lanier MFD, 250+ copies to a high volume unit in our Print Center
 - Print Center has a Xerox Docutech 6155 unit and two Konica Minolta 6500 color units that are under separate service and maintenance agreements and are not to be considered in vendor proposals
- A detailed description of print tracking options:

-Ability to monitor print volumes, supply usage and cost per copy per unit

-OPERS also requests any other information deemed relevant to this RFI request

The following is a current listing of model numbers and quantities:

Model #	Count
HP Color Laser Jet 2600n	1
HP Color Laser Jet 4600 PCL 6	1
HP Color Laser Jet 8500 P5	1
HP Color Laser Jet 8550 Series	5
HP Laser Jet 4	2
HP Laser Jet 4 Plus	2
HP Laser Jet 4000 Series	16
HP Laser Jet 4050 Series	14
HP Laser Jet 4100 Series	24
HP Laser Jet 4200 Series	9
HP Laser Jet 4250 PCL 5e	3
HP Laser Jet 4350 PCL 5e	1
HP Laser Jet 5	2
HP Laser Jet 5100 PCL 5e	1
HP Laser Jet 5200 PCL 5e	2
HP Laser Jet P3005 PCL 5e	4
HP Laser Jet P4010_P4510 Series PCL 6	2
HP Office Jet Pro K550 Series	1
RICOH Aficio 3235C	1
Lanier 2138 PCL 5c	2
Lanier 5455 PCL	1
Lanier 5635 PCL 5e	1
Lanier 5645 PCL 5e	3
Lanier LD060 PCL	5
Lanier LD245 PCL	9
Lanier MP LD345 PCL	3
Lanier MP LD050 PCL	5
Lanier MP LD435c	6
Lanier Board 80 PCL6	2
Lanier Board 80 PS	1
Total	130

4. REFERENCES

Please provide a statement describing work that your firm has performed over the last 5 years related to document management solution for public retirement systems or public agencies that are similar in document management solution maturity and strategy. It should include:

- 4.1 The names, address, and phone number of the client.
- 4.2 The name and phone number of a responsible official who may be contacted as a reference.
- 4.3 A summary description of the scope of the project and significant work completed.

5. COST

OPERS requests pricing options as follows:

- An annual service maintenance agreement billable monthly including:
 - Guaranteed response times
 - Toners (remanufactured cartridges are acceptable)
 - Preventative maintenance
 - Parts & labor
 - If not included in agreement, list:
 - Estimated parts costs
 - Hourly labor rates
- Base quotes on the following volumes:
 - HP black & white units: 7,500 per unit per month
 - HP color units: 2,500 per unit per month
 - Lanier black & white units: 7,500 per unit per month
 - Lanier color units: 5,000 per unit per month
 - Ricoh unit: 5,000 per month

OPERS understands that an annual maintenance agreement will be based upon estimated toner cartridges usage per unit and that adjustments will occur at the end of the annual cycle.

6. ADDITIONAL INFORMATION

- 6.1 A statement that the vendor acknowledges that all information submitted pursuant to this request may be subject to disclosure under Ohio's Public Records Act.
- 6.2 The vendor should provide any other information it believes relevant to this assignment.

D. PRESENTATION REQUIREMENTS

None at this time.

E. SELECTION CRITERIA

Responses will be evaluated, and the staff of OPERS will make a final decision.

F. INSTRUCTIONS FOR SUBMITTING RESPONSES

To be considered for this engagement, 3 copies of written responses must be received at the following address no later than 3:00 pm on Friday July 17th 2009.

Nicole Parsell
Purchasing Agent
nparsell@opers.org
(614) 224-6507
Ohio Public Employees Retirement System
277 East Town Street
Columbus, Ohio 43215

We also request an electronic copy be e-mailed to nparsell@opers.org.

OPERS reserves the right without prejudice to reject any or all responses submitted. There is no expressed or implied obligation for OPERS to reimburse responding firms for any expenses incurred in preparing responses to this request.

This Request for Information is neither a contract nor is it meant to serve as a contract.

Questions about this Request for Information should be directed to LeRoy Bray at (614) 225-1999, lbray@opers.org

This request for information is issued on Friday, June 26, 2009.