EXHIBIT A

Service Scope for Managed Print Service

1. Performance Start Date

The start of performance under this proposal shall be immediately upon completion of the contract but no later than 1 October 2024.

1. Introduction

The purpose of this document is to outline the service scope for the Managed Print Service (MPS) Request for Proposal (RFP). The MPS provider is expected to deliver comprehensive and efficient print management services to optimize our organization's printing infrastructure, reduce costs, improve document security, and enhance overall productivity.

The service should include:

1. Fax (analog), scan (to email), print and copying services
2. Stapling and punching
3. Ability to switch between color and black-and-white copying, printing and scanning
4. Objectives

The key objectives of the Managed Print Service are as follows:

* 1. Streamline print infrastructure: Assess the existing print environment, identify areas of improvement, and develop a tailored solution to optimize the print infrastructure.
	2. Cost reduction: Implement cost-saving measures through efficient print management, including reducing waste, optimizing printer usage, and minimizing consumable expenses.
	3. Enhanced document security: Implement robust security measures to protect sensitive information, ensure compliance with regulations, and prevent unauthorized access to print devices and documents.
	4. Increased productivity: Improve end-user experience and productivity by minimizing downtime, optimizing printer performance, and providing timely support and maintenance services.
	5. Sustainability: Promote environmentally-friendly practices by implementing print policies that encourage duplex printing, energy-saving settings, and responsible disposal of consumables.
1. Service Components

The Managed Print Service scope includes, but is not limited to, the following components:

* 1. Assessment and Strategy
		1. Conduct a comprehensive assessment of the current print environment, including print devices, usage patterns, and associated costs.
		2. Develop a print strategy tailored to our organization's specific needs, considering factors such as volume, document types, and security requirements.
		3. Provide recommendations for hardware and software upgrades, consolidation, and right-sizing of the print fleet.
		4. Define print policies and best practices to optimize usage and reduce waste.
	2. Hardware and Software Provisioning
		1. Procure and install the appropriate hardware and software components required to support the managed print solution.
		2. Provide a range of printer options suitable for different departments, including multifunction devices, high-volume printers, desktop printers, and specialized equipment as needed.
		3. Integrate print devices with existing network infrastructure and ensure compatibility with existing software systems.
		4. The Managed Print Service provider should perform a yearly upgrade of the printer device firmware and all server software components required to support the managed print solution to ensure that the software remains up to date.
	3. Print Management
		1. Implement centralized print management software to monitor and control the print fleet efficiently.
		2. Manage print queues, prioritize jobs, and route documents to the most appropriate printer based on location, capabilities, and workload.
		3. Implement user authentication measures to ensure document security and prevent unauthorized access to print devices.
		4. Enable secure release printing to prevent sensitive documents from being left unattended in output trays.
	4. Fleet Requirements
		1. Vendors should include in their proposal a comprehensive managed print services solution that covers the following equipment (see Appendix A):
			1. Replacement of the sixteen (16) Sharp MX multifunctional printers currently under lease and which is to be returned to the current incumbent upon commencement of the new MFP service contract.
			2. Incorporation of the twenty (20) desktop printers owned by the organization into the managed print services program.
		2. Proposals should outline how all devices will be integrated into the overall managed print services strategy.
		3. Recommendations for optimizing the current printer fleet, which may include redeployment, consolidation, or gradual replacement of devices as needed.
		4. A plan for transitioning to a fully managed print environment that maximizes efficiency and cost-effectiveness across all printing devices.
	5. Maintenance and Support
		1. Provide ongoing maintenance and support services, including preventive maintenance, troubleshooting, and repairs.
		2. Business support hours shall be between 7:30am to 6pm Monday through Friday.
		3. Provide remote support and help desk services to address end-user queries and technical issues.
		4. If support technician is unable to resolve a problem through phone or remote support, an engineer will be dispatched to the site to resolve the issue.
		5. Monitor print fleet performance, proactively identify and resolve issues to minimize downtime.
		6. Ensure a reliable supply of consumables, such as toner and paper, and implement automated replenishment processes.
	6. Reporting and Analytics
		1. Generate regular reports on print usage, costs, and environmental impact.
		2. Provide actionable insights and recommendations based on data analysis to drive continuous improvement.
		3. Monitor and report on print-related security incidents, ensuring compliance with data protection regulations.
1. Service Level Agreement (SLA)
	1. The Managed Print Service provider should:
		1. Provide customer satisfaction surveys (CSAT) for each support call and a minimum CSAT rating of 80% should be maintained
		2. Provide remote support with a response time of less that 1 business hour as defined in 4.d.ii.
		3. Dispatch a service technician to the site within 8 business hours if support technician is unable to resolve a problem through phone or remote support within one hour.
		4. Provide monthly reports on CSATs and on response and dispatched times mentioned in i, ii, and iii above.
	2. The Managed Print Service provider should propose a detailed escalation procedure.
2. Implementation Timeline
	1. The MPS provider should provide a project plan outlining the key milestones, deliverables, and timelines for the implementation and transition of the managed print services.
	2. The plan should ensure minimal disruption to ongoing operations.

APPENDIX A

Printer List

Below is a list of printers installed/owned/leased by the Pennsylvania Convention Center.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Model | Make | SN | IP |
| 1 | SHARP Mx-5070v | SHARP Corporation | 8506969300 | 10.10.100. 46 |
| 2 | HP color LaserJet Pro MFP M479fdn | Hewlett-Packard | CNCRQ470K6 | 10.10.120 242 |
| 3 | HP color LaserJet MFP M480 | Hewlett-Packard | CNCRR87133 | 10.10.120.163 |
| 4 | HP color LaserJet Pro MFP M479fdn | Hewlett-Packard | MXBCM6409Z | 10.10.120.219 |
| 5 | HP color LaserJet Pro MFP M479fdn | Hewlett-Packard | MXBCM812YG | 10.10.120.225 |
| 6 | HP color LaserJetMFP E47528 | Hewlett-Packard | CNCRQ6N0JS | 10.10.120.30 |
| 7 | HP color LaserJet MFP M480 | Hewlett-Packard | CNCRR774KV | 10.10.122 148 |
| 8 | HP color LaserJet CP4020 series | Hewlett-Packard | JPDCHC50NB | 10.10.40 120 |
| 9 | HP color LaserJet MFP M477fdw | Hewlett-Packard | VNBKL93DWH | 10.10.40 45 |
| 10 | HP color LaserJet 3600 | Hewlett-Packard | CNWDF34643 | 10.10.40 50 |
| 11 | SHARP MX-6070V | SHARP Corporation | 8512487400 | 10.10.40 68 |
| 12 | 10 HP DesignjetT790 44in  | Hewlett-Packard | CN37MGH014 | 10.10.40.11 |
| 13 | SHARP MX-6070V | SHARP Corporation | 8512245400 | 10.10.40.116 |
| 14 | HP color LaserJetMFP M477fdw | Hewlett-Packard | VNBKL93DXM | 10.10.40.12 |
| 15 | SHARP MX-5070V | SHARP Corporation | 8506988300 | 10.10.40.14 |
| 16 | HP LaserJet Professional M 1212nf MFP | Hewlett-Packard | CNG9C2H146 | 10.10.40.158 |
| 17 | SHARP MX-6070V | SHARP Corporation | 8512426400 | 10.10.40.18 |
| 18 | SHARP MX-5070V | SHARP Corporation | 8506947300 | 10.10.40.200 |
| 19 | SHARP MX-5070V | SHARP Corporation | 8506968300 | 10.10.40.202 |
| 20 | HP LaserJet 200 color M251nw | Hewlett-Packard | CNB1H04807 | 10.10.40.204 |
| 21 | SHARP MX-5070V | SHARP Corporation | 8506983300 | 10.10.40.205 |
| 22 | SHARP MX-5070V | SHARP Corporation | 8506982300 | 10.10.40.221 |
| 23 | SHARP MX-6070V | SHARP Corporation | 8512247400 | 10.10.40.3 |
| 24 | SHARP MX-5070V | SHARP Corporation | 8506919300 | 10.10.40.31 |
| 25 | HP color LaserJetM452mxe | Hewlett-Packard | VNB3N21635 | 10.10.40.32 |
| 26 | SHARP MX-6070V | SHARP Corporation | 8512510400 | 10.10.40.34 |
| 27 | HP color LaserJet 04020 series | Hewlett-Packard | JPBC8707ZP | 10.10.40.4 |
| 28 | SHARP MX-6070V | SHARP Corporation | 8512322400 | 10.10.40.60 |
| 29 | HP color LaserJetMFP M480 | Hewlett-Packard | CNCRR774JK | 10.10.40.62 |
| 30 | HP LaserJetP3010 series | Hewlett-Packard | VNB3S47716 | 10.10.40.63 |
| 31 | SHARP MX-6070V | SHARP Corporation | 8512487400 | 10.10.40.68 |
| 32 | Xerox Workcentre 5855 | Xerox | EX7382060 | 10.10.40.70 |
| 33 | HP LaserJet MFP  | Hewlett-Packard | CNBRS17402 | 10.10.40.73 |
| 34 | SHARP MX-6070V | SHARP Corporation | 85122848400 | 10.10.40.8 |
| 35 | RICOH MP 3055 | Ricoh Printing Systems | C308R920090 | 10.10.40.85 |
| 36 | SHARP MX-6070V | Hewlett-Packard | CNF8GCQ3QY | 10. 10.40.90 |