



***INFORMAL***

***Request for Information***

***For***

***Printer and Copy Machine Management Solution***

***Gregg County, Texas***

**DUE DATE: June 30, 2023 by 5:00pm**

*Gregg County Purchasing Office  
101 East Methvin Street, Suite 205  
Longview, Texas 75601*

**GREGG COUNTY, TEXAS  
REQUEST FOR INFORMATION**

Gregg County is seeking information from interested vendors) for a printer and copy machine management solution. THIS IS A REQUEST FOR INFORMATION ONLY AND NOT A FORMAL BID PROCESS. SUBMITTING A RESPONSE IS NOT A GUARANTEE OF A CONTRACT AWARD BY GREGG COUNTY.

**INFORMAL PROPOSALS** can be emailed to the Gregg County Purchasing Agent at [kelli.davis@co.gregg.tx.us](mailto:kelli.davis@co.gregg.tx.us) or mailed/hand delivered to the addressed listed below.

Gregg County Purchasing Department  
Attn: Kelli L. Davis, CPPB, CPP  
101 East Methvin, Suite 205  
Longview, Texas 75601

**INSTRUCTIONS**

Questions concerning this Informal process shall be directed to Gregg County Purchasing Director by email to [purchasing@co.gregg.tx.us](mailto:purchasing@co.gregg.tx.us); Kelli Davis.

Information and or appointments needed to submit a proposal should be requested via email to Gregg County Purchasing Agent Kelli Davis at [kelli.davis@co.gregg.tx.us](mailto:kelli.davis@co.gregg.tx.us)

Any HUB/MWBE or Cooperative Contract Vendors should send in this information with their proposals.

**Any informal proposals received after the deadline will not be accepted.** If informal proposals are sent by mail to the Purchasing Department, sender is responsible for actual delivery to the Purchasing Department before the deadline noted on the front of this document. If mail is delayed either in the postal service or in the internal mail system of Gregg County beyond the deadline, thus delay will not be considered and will be disposed of as authorized

**NOTICE**

Costs of preparation of a response to this request for information are solely those of the Vendor. Gregg County assumes no responsibility for any such costs incurred by the Vendor to submit Information. Gregg County reserves the right to request clarification of information submitted and to request additional information of one or more Respondents.

**In submitting a response to this informal request for information process vendors understand and agree that this is for information only and there is not guarantee of any work, payment or contract.**

## REQUEST FOR INFORMATION

Gregg County is seeking information from interested vendors to possibly for a printer and copy machine management solution to achieve the following goals:

- Management of all network printers by one vendor.
- Support Gregg County initiatives to reduce waste.
- Provide printing support for the varied computing devices throughout the County
- Provide the County with greater insight and ability to control costs associated with printing and copying.
- Review proposals and possibly contract with one vendor to provide equipment, supplies, and service of all in-scope networked printers' at all County locations.
- Ensure high level of quality service and responsiveness for repairs and maintenance.
- Reduce costs by consolidating printing volume, and implementing other cost saving methods while maintaining the level of quality and availability needed from these devices
- Minimize the number and makes\models of network printers.
- Implement solution that accommodates confidential printing, user quotas, and other techniques designed to reduce unintended or misdirected printing.
- Restrict access to color printing on a user basis.
- Ensure customer service through dedicated account management, implementation project managers, and dedicated technical support.
- Provide printing support solutions for the varied computing devices throughout the County.
- Provide a central point of administration for remote management of all in-scope devices that include, but are not limited to collecting data, generating reports, generating alerts based on low supply levels, and alerts based on malfunctioning or failed components.
- The program solution will include printers, supplies and parts necessary for maintaining functionality.
- Vendor will provide a service solution that offers a single point of contact for managing the contract.
- Vendor will provide new network printers at start of contract through an attrition or possibly buy-out program.
- Vendor will provide a professionally staffed helpdesk for troubleshooting and problem resolution.
- A toll free number to the printer support help desk will be provided for service calls and technical support.
- Vendor will provide a web site to enter and view status of service requests
- Vendor will dispatch certified printer technicians to all County facilities as needed to install, maintain, repair or remove printers.
- Solution should include device-monitoring software to automate management of this program, including malfunction notification, automatic toner ordering, and monthly reports distribution.
- Solution should include device and user management software to aid County in the goal of efficient operational practices.

## **SUBMISSION REQUIREMENTS**

Vendors interested in submitting to this informal request should include the following information with submittal.

### **Business Information:**

Provide the following information:

- Contact information including phone, fax and email address
- Location of central office
- HUB
- MWBE
- Cooperative Contracts

### **Experience**

Provide the following information:

- Provide all relative experience – specifically details in experience of working with Texas County Government Entities.

### **References**

Provide the following information:

- Provide three (3) references.

### **Detailed Management Solution**

Provide the following information:

- A detailed copy machine and printer management solution.
- Included detailed pricing – monthly per department.

### **Other Services**

Provide information on any other options and services your company provides, including any information for sustainable procurement.



Gregg County Purchasing Department  
Kelli L. Davis, NIGP-CPP, CPPB Purchasing Agent  
101 E. Methvin St., Suite 205, Longview, Texas 75601  
Phone (903) 237-2684 Fax (903) 237-2682 [purchasing@co.gregg.tx.us](mailto:purchasing@co.gregg.tx.us)

---

May 1, 2023

To: Longview News-Journal

From: Kelli L. Davis, NIGP-CPP, CPPB

Subject: Advertisement for Request for Information for Printer and Copy Machine Management Solution for Gregg County, Texas (Informal Process)

Please run the following ad on 05/03 and 05/10 in the Longview-News Journal.

#### PUBLIC NOTICE

Informal Proposals will be received by County Purchasing Agent, Kelli Davis at the Purchasing Department, at 101 E. Methvin St., Suite 205, Longview, TX 75601, on June 30, 2023 by 5:00PM for a Printer and Copy Machine Management Solution for Gregg County. Late proposals will not be accepted. Information regarding this request will be available on 5/04/2023 by visiting [www.co.gregg.tx.us](http://www.co.gregg.tx.us) on the Purchasing Department web page, or request by e-mail at [purchasing@co.gregg.tx.us](mailto:purchasing@co.gregg.tx.us) or by calling (903)-237-2684. This is a Request for Information only, costs to submit a response are solely those of the vendor.