



**STATE OF NORTH CAROLINA  
DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)**

**Frequently Asked Questions for 920M Statewide Term Contract**

Question	Answer
1 What items are available under this statewide term contract?	<p>The scope of the 920M Statewide Term Contract is limited to Managed Print Services for Agencies within the State of North Carolina. Managed Print Services contains one or more of the following components:</p> <ul style="list-style-type: none"> <li>• Assessment Services</li> <li>• Implementation and Project Management</li> <li>• Change Management</li> <li>• Procurement Services for New Document Output Devices</li> <li>• Support Services for Legacy and Vendor Provided Document Output Devices</li> <li>• Technical Support / Help Desk Services</li> <li>• End User Training</li> <li>• Standard and Ad-Hoc Reporting and Documentation</li> <li>• Asset Tracking</li> <li>• Managed Print Accounting Services</li> <li>• Installation / Move / Change / De-Installation Services</li> <li>• Managed Print Security Services</li> <li>• End of Engagement / Transition Management</li> </ul>
2 What items are not available under this statewide term contract?	<ul style="list-style-type: none"> <li>• Purchase or lease of Document Output Devices</li> <li>• Electronic Content Management / Document Management Software</li> </ul>
3 Can all awarded Vendors provide Managed Print Services across all of the defined components?	Yes
4 Where can I find not to exceed pricing information by Managed Print Services component by awarded Vendor?	<p><u>Vendor's pricing included in a SOW shall not be higher than the Vendor's not to exceed pricing from the Vendor's accepted offer.</u> Please refer to the Excel document called 920M-MPS-Not-To-Exceed-Pricing on the <a href="#">DIT 920M contract website</a> for a listing of not to exceed pricing for all awarded Vendors.</p>
5 Can we purchase or lease Document Output Devices from awarded Vendors on this statewide term contract?	<p>No. To purchase or lease Document Output Devices, please use <a href="#">DIT 204D statewide term contract</a>.</p>

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6	Can I get better pricing from awarded Vendors?	<p>To obtain specific pricing based on your Agency’s unique environment and needs, Agencies shall follow the Assessment, SOW, and Acceptance process described below to determine the best value solution:</p> <p><b>Step 1:</b> An Agency interested in procuring Managed Print Services will contact a <u>minimum</u> of two Vendors on the Managed Print Services Statewide Contract to request an Assessment</p> <p><b>Step 2:</b> Agency will schedule site visit(s) to enable the Vendors to conduct an Assessment of the Agency’s current Document Output Devices, physical layout of facilities, number of employees, and to gain an understanding of the Agency’s business requirements and cost reduction targets.</p> <p><b>Step 3:</b> Each Vendor will work with the Agency as needed, and develop a proposed SOW that details the plan to reduce total costs of printing while meeting the business needs of the Agency. The SOW (see the <a href="#">DIT 920M contract website</a> for a Sample Statement of Work) will include at a minimum:</p> <ul style="list-style-type: none"> <li>a. SOW Purpose</li> <li>b. Term of the Agreement</li> <li>c. Key Resources</li> <li>d. Target Objectives</li> <li>e. Service Level Agreements</li> <li>f. Agency Specific Requirements</li> <li>g. Vendor Specific Requirements</li> <li>h. Pricing</li> <li>i. Current and Future Document Output Device Plan</li> <li>j. Signatures</li> </ul> <p><b>Step 4:</b> Agency will seek any clarifications needed on each Vendor’s proposed SOW, obtain final SOW from each Vendor if needed, and then select the Vendor who best meets the Agency’s business requirements. The Agency may decide to not choose any Vendor to provide MPS.</p> <p><b>Step 5:</b> If approved and awarded by the Agency, the selected Vendor will work with the Agency to sign and implement the approved SOW.</p>

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	Question	Answer
7	<p>What type of information do the Vendors collect during the Assessment to be able to develop the proposed Statement of Work?</p>	<p>To develop the estimated baseline costs and recommended strategy to reduce total costs, Vendors need to understand the following elements:</p> <ol style="list-style-type: none"> <li>1. Agency's locations that are in scope, including physical address</li> <li>2. Number of employees at each in-scope location</li> <li>3. Number and type of Document Output Devices per in-scope location that should be included in scope of SOW</li> <li>4. Ownership status (e.g., agency-owned, leased)</li> <li>5. Current monthly lease payment (if applicable)</li> <li>6. Current costs per copy (if leased)</li> <li>7. Lease term end date</li> <li>8. Location of Document Output Devices currently in use at each location</li> <li>9. Historic number of mono and color (if applicable) copies per Document Output device</li> </ol> <p>Vendors also want to get a sense of the agency's willingness to pursue total cost savings by reducing number of Document Output Devices, using more multifunctional Document Output Devices versus single function Document Output Devices, etc. This helps the Vendors develop and include in their proposed Statement of Work an appropriate plan to deploy Document Output Devices that helps achieve the agency's targeted outcomes.</p> <p>An agency can potentially reduce the time and effort to complete the Assessment process by collecting the above type of information and providing it to the Vendors. This also helps obtain Statement of Works and pricing proposals that are based on a common set of assumed Document Output Devices that are in scope. <b>An Excel based data collection template named 920M-MPS-Assessment-Data-Collection-Template has been posted to the <a href="#">DIT 920M contract website</a>.</b></p>
8	<p>Is there a catalog in NC eProcurement @ Your Service for this statewide term contract?</p>	<p>No.</p>
9	<p>How do I contact the awarded Vendors?</p>	<p>Please see the contact information for each awarded Vendor in the 920M Contract Summary on the <a href="#">DIT 920M contract website</a>.</p>
10	<p>How are transportation costs handled in this statewide term contract?</p>	<p>Transportation shall be <b>FOB Destination</b>, unless otherwise specified in the SOW.</p>

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11	<p>Are there any Service Level Agreements with penalties to manage the Vendors' performance?</p>	<p>Yes. This statewide term contract contains the following Service Level Agreements:</p> <ul style="list-style-type: none"> <li>• Document Output Device Uptime</li> <li>• On-Site Response Time</li> <li>• Break Fix Resolution</li> <li>• First Time Fix</li> <li>• Device Delivery Time</li> </ul> <p>The specific definitions and Minimum Thresholds are listed in the 920M Contract Summary on the <a href="#">DIT 920M contract website</a>.</p> <p>Vendor shall support NCDIT and Agencies to track, measure, and report on each of the Service Level Agreements. Vendor shall provide a \$50 invoice credit for each instance of below Minimum Threshold for an Agency as measured each contract quarter. Invoice credits shall be provided to the Agencies within thirty (30) calendar days after the end of the contract quarter. Vendor shall not need to provide an Agency an invoice credit for a Document Output Devices that falls below the 95% minimum threshold if the Document Output Device is replaced by the Vendor at no cost to the Agency.</p> <p>All Service Level Agreements shall be tracked and reported by the Vendor from the beginning of the contract. To enable the Vendor to implement and stabilize its processes, the Performance Assurance invoice credits for each instance below the Minimum Threshold will not commence until after sixty (60) calendar days from the start of the contract.</p>
12	<p>Where can I see the original solicitation documents and addendum for this statewide term contract?</p>	<p>The original IFB and addendum are located on the <a href="#">DIT 920M contract website</a>.</p>