



# County of San Mateo

## Inter-Departmental Correspondence

---

**Department:** HEALTH

**File #:** 23-236

Board Meeting Date: 4/11/2023

---

**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise F. Rogers, Chief, San Mateo County Health  
Stephen Dean, Chief Information Officer, San Mateo County Health

**Subject:** Agreement with Toshiba America Business Solutions, Inc. to Provide a Managed Print Services Program for San Mateo County Health

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Toshiba America Business Solutions, Inc. to provide a Managed Print Services program for San Mateo County Health, for the term of April 11, 2023, through April 10, 2028, in an amount not to exceed \$783,692.

**BACKGROUND:**

San Mateo County Health (SMCH) uses over 1,000 printers for its printing needs. The last Managed Print Services (MPS) contract with Office Depot, Inc. expired last year on June 30, 2022. County Health has no MPS service and no maintenance and supply replenishment program with any vendor.

**DISCUSSION:**

SMCH conducted a Request for Proposals in August 2022 and selected Toshiba America Business Solutions, Inc. (Toshiba) for the MPS program. SMCH wishes to enter into an agreement with Toshiba for an MPS, which will deliver proactive monitoring and response for supply replenishment and maintenance. The MPS program will ensure that printed material is produced at a high quality and much better efficiency than today.

SMCH will use printer utilization data to optimize the printer fleet. Supplies will be replenished automatically by Toshiba when toner levels are low. The cost of toner, other supplies, and on-site printer maintenance services are fully covered under this agreement. SMCH expects a favorable return on investment within two to three years of starting this agreement.

The County's Contract Compliance Committee has approved a waiver request to extend the five-year agreement.

The agreement and resolution have been reviewed and approved by the County Attorney as to form.

The resolution contains the County’s standard provisions allowing amendment of the County’s fiscal obligations by a maximum of \$25,000 (in aggregate).

The Information Services Department has reviewed and approved the IT components of this agreement.

It is anticipated that by contracting with Toshiba, there will be a 23% reduction in annual operating expenses associated with printing services.

**PERFORMANCE MEASURE:**

Measure	FY 2022-23 Estimated	FY 2023-24 Projected
Percentage reduction in annual operating expenses associated with printing services	n/a* Estimated actual annual spend \$173,748	23% Projected annual spend \$133,786

*\*This is a new measurement.*

**FISCAL IMPACT:**

The term of this agreement is from April 11, 2023, through April 10, 2028. The amount of the agreement is not to exceed \$783,692 for the five-year term.

Funds in the amount of \$24,642 are included in County Health’s FY 2022-23 Adopted Budget. Future year costs will be covered by proportional contributions from all County Health divisions, which may include some Net County Cost, depending on the composition of each division’s contribution.

<b>Request for Proposals - Matrix</b>		
<b>1</b>	Where was the RFP advertised?	The RFP was listed in the website
<b>2</b>	In addition to any advertisement, list others to whom the RFP announcement was sent:	We did not send or announce but only advertised on the Public website
<b>3</b>	State the total number of RFP’s sent to prospective proposers:	86 vendors accessed/downloaded

<b>4</b>	How many proposals did you receive?	We received a total of seven
<b>5</b>	List in alphabetical order the names of the proposers (or finalists, if applicable) and the location:	Caltronics Business Systems Supply, Inc. MRC Ray Morga America Business Solutions,