



**COMMISSION MEMORANDUM**

TO: Honorable Mayor and Members of the City Commission  
FROM: Eric Carpenter, City Manager  
DATE: June 25, 2025  
TITLE: REQUEST FOR APPROVAL TO ISSUE REQUEST FOR PROPOSALS (RFP) NO. 2025-289-DF FOR MANAGED PRINT SERVICES. (INFORMATION TECHNOLOGY)

**RECOMMENDATION**

It is recommended that the Mayor and City Commission of the City of Miami Beach, Florida, authorize the issuance of Request for Proposals (RFP) 2025-289-DF for managed print services.

**BACKGROUND/HISTORY**

Managed print services are critical in supporting the City's daily operations by ensuring reliable, secure, and efficient document output across all departments. These services encompass the provision, maintenance, and monitoring of printers, copiers, and multifunction devices, along with the supply of toner and parts, usage tracking, and technical support. By centralizing print management, managed print services help reduce downtime, improve print quality, and enhance security around sensitive documents. As the City continues the use of printed materials for records, communication, and public services, maintaining a well-functioning and modern print environment is essential to ensure a smooth and uninterrupted workflow.

As a result, on July 17, 2019, the Mayor and City Commission approved the award of a contract to Canon Solutions America, Inc., pursuant to Invitation to Negotiate (ITN) 2017-015-JC, for the provision of managed print services. The original contract term was five (5) years, with two renewal options:

- A one-year extension with the same equipment; or
- A five-year "refresh option" that would allow for the replacement of some or all of the existing equipment.

The City elected not to exercise the refresh option and instead opted for the one-year extension under the original terms. The contract is currently set to expire on November 7, 2025.

**ANALYSIS**

In order to consider a replacement agreement, the Administration developed Request for Proposals (RFP) 2025-289-DF. This RFP seeks proposals from qualified firms to provide Managed Print Services (MPS) to replace the existing print infrastructure with more modern, efficient, and secure multi-functional devices (MFDs). This initiative will improve operational efficiency, reduce environmental impact, and ensure seamless integration with the City's digital workflow platforms, including O365 and SAML. The proposed solution must be fully hosted, requiring minimal internal infrastructure. The services required pursuant to this RFP may include (but not be limited to):

- Providing networked multi-function devices (copiers, scanners) and printers tailored to departmental needs;

- Equipping all devices with rules-based software to monitor, manage, and optimize print output while reducing costs;
- Enabling electronic document routing and workflows for form creation and approval processes;
- Provide exceptional help desk support, technical service, maintenance, toner supply replacement, and other consumables (excluding paper);
- Managing all network printers under a consistent and centralized service model;
- Conducting a thorough needs assessment to recommend appropriate equipment for each department;
- Designing a cost-management strategy aligned with operational requirements;
- Proactively identifying potential issues and replenishing supplies to prevent service disruptions;
- Assist the City in reducing environmental footprint through functions and features that encourage and support printing less paper, consuming less energy, generating fewer greenhouse gases, and keeping waste out of landfills;
- Assign dedicated account representatives as mutually agreed upon by the City and the awarded Bidder.
- Provide a leasing program that allows for the deletion of enrolled equipment or the addition of new equipment. The program shall run coterminously with the original executed contract term and any subsequently exercised renewal option.

Proposers may submit responses for either leasing or rental of equipment. Firms interested in offering both options must submit separate proposals for each.

The scope of work is more fully defined in the ITN attached as Attachment A. Following the receipt of proposals, an Evaluation Committee (“Committee”) will review proposals in accordance with the criteria established in the ITN. After the Committee has evaluated the proposals, the City Manager will present an award recommendation to the City Commission for approval.

**FISCAL IMPACT STATEMENT**

Once proposals are received, the Administration will consider qualifications, approach, and cost in developing an award recommendation. It is not anticipated that grant funding will be utilized for this project.

**Does this Ordinance require a Business Impact Estimate?**  
(FOR ORDINANCES ONLY)

If applicable, the Business Impact Estimate (BIE) was published on:  
See BIE at: <https://www.miamibeachfl.gov/city-hall/city-clerk/meeting-notices/>

**FINANCIAL INFORMATION**

011-0820-000323-26-400-592-00-00-00	\$ 4,864.00
011-0310-000323-10-400-579-00-00-00-	\$ 5,765.28
160-0330-000323-33-400-582-00-00-00-	\$ 800.00
580-0331-000323-33-413-582-00-00-00-	\$ 3,376.00

011-0210-000323-03-400-579-00-00-00	\$ 5,000.00
550-0640-000323-14-413-582-00-00-00-	\$ 12,000.00
011-1520-000323-22-401-501-00-00-00-	\$ 4,728.00
011-0830-000323-36-402-515-00-00-00-	\$ 2,600.00
011-0950-000323-28-406-545-00-00-00-	\$ 41,000.00
011-0332-000323-12-400-582-00-00-00-	\$ 1,300.00
011-0380-000323-25-406-548-00-00-00-	\$ 2,000.00
140-6080-000323-25-406-555-00-00-00	\$ 1,500.00
011-0100-000323-01-400-527-00-00-00-	\$ 8,463.56
011-1410-000323-02-400-584-00-00-00	\$ 15,831.72
011-0970-000323-28-406-545-00-00-00-	\$ 3,000.00
011-1230-000323-19-401-598-00-00-00-	\$ 5,400.00
011-1240-000323-19-401-598-00-00-00-	\$ 8,700.00
011-1110-000323-20-401-595-00-00-00-	\$ 6,350.40
011-1120-000323-20-401-595-00-00-00-	\$ 17,200.00
011-1130-000323-20-401-595-00-00-00-	\$ 10,000.00
011-1140-000323-20-401-595-00-00-00-	\$ 20,812.08
011-1150-000323-20-401-595-00-00-00-	\$ 5,400.00
011-0326-000323-19-401-508-00-00-00-	\$ 3,040.83
011-0620-000323-17-400-582-00-00-00-	\$ 5,000.00
011-0325-000323-19-401-508-00-00-00-	\$ 2,640.00
520-1720-000323-34-413-592-00-00-00	\$ 5,600.00
410-1510-000323-21-413-501-00-00-00-	\$ 23,258.76
011-0350-000323-11-400-592-00-00-00-	\$ 2,600.00
510-1780-000323-34-413-592-00-00-00	\$ 6,000.00
106-9615-000323-30-403-529-00-00-00-	\$ 2,600.00
011-0975-000323-28-406-545-00-00-00-	\$ 1,680.00
480-0461-000323-27-413-526-00-00-00-	\$ 5,000.00
480-0462-000323-27-413-526-00-00-00-	\$ 6,000.00
480-0463-000323-27-413-526-00-00-00-	\$ 2,000.00
480-0465-000323-27-413-526-00-00-00-	\$ 6,000.00
463-1990-000323-27-413-526-00-00-00-	\$ 2,000.00
435-0430-000323-29-413-511-00-00-00	\$ 2,400.00
011-0810-000323-29-400-592-00-00-00-	\$ 2,000.00
011-0815-000323-29-400-592-00-00-00-	\$ 1,000.00
011-0815-000325-29-400-592-00-00-00-	\$ 4,900.00
011-0940-000325-29-406-545-00-00-00-	\$ 2,536.00
425-0410-000325-29-413-513-00-00-00-	\$ 5,000.00
425-0420-000325-29-413-513-00-00-00-	\$ 3,300.00
427-0427-000325-29-413-517-00-00-00-	\$ 4,000.00
011-0340-000323-15-400-582-00-00-00-	\$ 2,600.00
011-0370-000323-13-400-582-00-00-00-	\$ 3,000.00
540-1790-000323-13-413-582-00-00-00-	\$ 3,000.00



011-0520-000323-24-400-587-00-00-00-	\$ 9,000.00
011-0360-000323-12-400-582-00-00-00-	\$ 14,000.00
	<b>\$ 316,246.63</b>

This financial information is based on the FY 2025 adopted budgets; However, once the contract is awarded to the successful bidder(s), the amounts will be adjusted accordingly and the appropriate budget review will be requested, if necessary or applicable.

**CONCLUSION**

It is recommended that the Mayor and Commission of the City of Miami Beach, Florida, authorize the issuance of RFP 2025-289-DF for managed print services.

**Applicable Area**

Citywide

**Is this a “Residents Right to Know” item, pursuant to City Code Section 2-17?**

No

**Is this item related to a G.O. Bond Project?**

No

**Was this Agenda Item initially requested by a lobbyist which, as defined in Code Sec. 2-481, includes a principal engaged in lobbying?** No

If so, specify the name of lobbyist(s) and principal(s):

**Department**

Procurement

**Sponsor(s)**

**Co-sponsor(s)**

**Condensed Title**

Issue RFP 2025-289-DF, Managed Print Services. IT/PR

**Previous Action (For City Clerk Use Only)**