



CITY COUNCIL STAFF REPORT

ITEM NO. 6.12

DATE: July 27, 2026

TO: Honorable Mayor and City Council

FROM: Kristen Hilton, Acting Administrative Services Director

SUBJECT: Resolution authorizing the City Manager to execute a lease agreement with Konica Minolta Business Solutions U.S.A., Inc. through Region 4 Education Service Center/OMNIA Partners in an amount not to exceed \$400,000 to provide citywide printer replacement and related services with a term ending August 4, 2031.

RECOMMENDED ACTION

Staff recommends that the City Council adopt a resolution authorizing the City Manager to execute a lease agreement with Konica Minolta Business Solutions U.S.A., Inc. through Region 4 Education Service Center/OMNIA Partners in an amount not to exceed \$400,000 for citywide printer replacement and related services with a term ending August 4, 2031.

SUMMARY

The City of Livermore currently operates printers, multifunction devices, desktop printers, and public-use printing equipment across multiple City facilities. The existing printer environment includes a mix of equipment from different manufacturers and service arrangements, which creates operational inefficiencies, inconsistent support, and ongoing maintenance coordination.

Staff is recommending approval of a five-year lease agreement with Konica Minolta Business Solutions U.S.A. The proposed lease agreement is more economical than purchasing the equipment outright because it allows the City to modernize its printer fleet without a large upfront capital purchase. The work will be completed through phased implementations.

The first phase will replace City printers across City facilities and is expected to be completed within approximately 30 days following contract execution. The second & third portion of the implementation will include desktop printers and public-facing printer upgrades at library locations. The timing of the second & third portion will be coordinated with the Information Technology Division's schedule and is expected to begin immediately after completion of the first phase.

DISCUSSION

The City relies on printers and multifunction devices to support administrative operations, public service

delivery, records processing, internal workflows, and public access services. Over time, the City's printer environment has become decentralized, with equipment that varies by department, location, age, functionality, and service need.

Maintaining multiple types of printers and service arrangements has created inefficiencies for City staff. These include inconsistent service response, increased coordination for maintenance and supplies, and challenges associated with supporting aging equipment. The proposed agreement provides a citywide approach to replacing and standardizing printers and related equipment.

The agreement with Konica Minolta Business Solutions U.S.A., Inc. incorporates the terms and conditions of the Region 4 Education Service Center/OMNIA Partners Contract No. R241202 for Digital Workspace Solutions. The agreement identifies Konica Minolta as the provider of multifunctional devices, printers, related hardware, software, professional services, and maintenance services.

Although the City is using a cooperative purchasing agreement, staff completed additional due diligence by obtaining and reviewing quotations from Xerox and UBEO, the City's current vendor. Based on this review, Konica Minolta provided the most competitive proposal and the best overall value for the City. The agreement will be implemented in phases.

Phase 1 – Citywide printer replacement

The first phase of the project will include the replacement of printers and multifunction devices across City facilities. This phase is expected to be completed within 30 days following contract execution. The goal is to standardize the City's printing environment, reduce reliance on aging equipment, and improve service reliability across departments. The fee schedule included in Exhibit B to the Agreement, attached hereto as Exhibit A, identifies the Phase 1 devices to be installed at multiple City facilities, including City Hall, the Police Department, Library facilities, Maintenance Building, Water Reclamation Plant, and the Airport.

Phase 2 & 3 – Desktop printers and library public-use printers

The second portion of the implementation will include replacement of desktop printers and public-facing printer upgrades at library locations. The timing will be coordinated with the Information Technology Division's schedule and is expected to begin immediately after Phase 1 is completed.

The fee schedule included in Exhibit B to the Agreement, attached hereto as Exhibit A, identifies the desktop/fax printer replacements and library replacement/upgrade devices.

Service, Supplies, and Support

The agreement includes delivery, installation, configuration, integration into the City's network, device relocation, equipment changes, and removal of devices. It also includes routine, remedial, and preventive maintenance, as well as remedial parts. Service is provided during normal business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays observed by Konica Minolta.

The agreement also includes an inclusive service structure for supplies. Konica Minolta will provide necessary supplies for normal operation of covered devices, including toner, staples, parts, rollers, drums, developer, and waste tanks, as applicable. Routine delivery of covered supplies will be provided at no additional charge to the City.

A key operational benefit of the proposed solution is secure print functionality. Under this feature, print jobs sent to the queue will not print until the employee scans their City badge at the printer. This helps reduce the risk of confidential documents being left unattended and allows employees to retrieve print jobs from compatible devices throughout the City. The agreement also includes hard drive security options for device removal, including real-time hard drive encryption, disk overwrite, user mailbox data deletion, hard drive lock, administrative password controls, data cleansing, and hard drive retention options depending on device model and configuration.

Konica Minolta has also identified its service response time as a key benefit of the proposed agreement. When issues can be resolved remotely, Konica Minolta will initiate remote diagnostics and troubleshooting to minimize downtime. If the issue cannot be resolved remotely, a technician will be dispatched to the affected location within 2 hours of receiving the service ticket. This response commitment is intended to ensure operational continuity across city facilities and reduce disruptions to departmental workflows.

The Agreement improves cybersecurity and operational resilience by transitioning the city to a centralized, cloud-based print server environment. This reduces reliance on decentralized printer setups, lowers cybersecurity exposure, and strengthens continuity in the event of network or server issues. The centralized system also supports secure print functionality, which is especially critical for departments handling confidential or CJIS sensitive documents, such as the Police Department and City Attorney's office. Overall, this upgrade modernizes internal systems, enhances security, and supports responsible use of public resources.

FISCAL AND ADMINISTRATIVE IMPACTS

The total agreement amount shall not exceed \$400,000 over the five-year term. Funding is available through the Information Technology fund (F720).

The \$400,000 not-to-exceed amount includes equipment, maintenance, service, supplies, installation, delivery, toner, and all work associated with the phased implementation.

The lease structure is more economical than purchasing the equipment outright because it avoids a large upfront capital expenditure and provides a predictable cost model over the five-year term. The agreement is also expected to improve administrative efficiency by consolidating printer replacement, maintenance, supplies, service response, and support under one provider.

COMMUNITY PILLAR: 5) A City That Works.

GOAL: 11) Modernize key business systems and processes to increase efficiency and improve transparency.

ATTACHMENTS

1. Resolution
2. Exhibit A - Konica Minolta Business Solutions USA, Inc Agreement

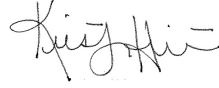
Prepared by: Khaled Sawan
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Marianna A. Burch
City Manager

Fiscal Review by:



Kristen Hilton
Acting Administrative Services Director