

Corporation of the City of Dryden

**Request for Proposal
R-2019-03**

**MULTI-FUNCTION PHOTOCOPIERS -
LEASE/RENTAL AND ASSOCIATED
MAINTENANCE SERVICES**

January 28, 2019

Request for Proposal

MULTI-FUNCTION PHOTOCOPIERS - LEASE/RENTAL AND ASSOCIATED MAINTENANCE SERVICES

The Corporation of the City of Dryden (the City) is soliciting proposals for the supply of Multi-function Photocopiers on a lease/rental basis and associated maintenance services.

SEALED PROPOSALS issued in duplicate clearly marked as to contents, “**RFP – Multi-function Photocopiers**”, will be received by:

The Corporation of the City of Dryden
Debra Kincaid, City Clerk
30 Van Horne Ave
Dryden, Ontario P8N 2A7

until 3:00 p.m. local time, Wednesday, February 6, 2019.

All proposals are subject to the terms and conditions of the Request for Proposal, the accompanying specifications, and all other contract provisions or data that is incorporated.

Should any Proponent(s) find any discrepancies, errors and/or omissions in the Proposal Document or be in doubt as to any part thereof, he/she is required to direct all inquiries to the following individual:

Tara Evoy
IT Manager
807-223-1404 or email: tevoy@dryden.ca

No oral interpretation will be effective to modify any provisions of this Proposal Document. Any modification or clarification will be by written addendum issued by the City Clerk.

The Corporation of the City of Dryden reserves the right to accept or reject any or all Proposals, or to waive any immaterial error in any submission should it be in the best interest of the City to do so.

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DEFINITIONS

"CONTRACT" means an Agreement and any attachments approved by the City.

"CITY" means the Corporation of the City of Dryden.

"CITY CLERK" means the Clerk for the Corporation of the City of Dryden.

"MAY" used in this document denotes permissive.

"MFP" means Multi-function Photocopiers.

"PPM" means pages per minute.

"PROPONENT OR BIDDER" means a vendor submitting a proposal in response to this RFP.

"REQUEST FOR PROPOSAL (RFP)" means the document issued by the Corporation of the City of Dryden.

"SELECTED PROPONENT" means the Proponent(s) whose proposal has been selected by the City for further consideration.

"SHALL" used in this document denotes imperative.

"SUCCESSFUL PROPONENT (S)" means Proponent(s) whose proposal(s) has been approved by the City.

"VENDOR" means a company whose principal business has been the sales and servicing of office equipment including multi-function photocopiers (MFP) of the size and type specified within this RFP.

1.0 INSTRUCTIONS TO PROPONENTS

1.1 Purpose & General Information

1.1.1 Scope of Services

The City of Dryden is inviting qualified firms to submit qualifications and proposals for lease or rental of approximately 12 multi-function photocopiers and associated maintenance services. It is the intent to deploy a fleet of smart copiers consisting of high-volume, medium-volume and low-volume units that offer a consistent user interface, allow for consolidation of single-purpose devices, are energy efficient and environmentally responsible and integrate with existing software applications.

1.1.2 Vendor Qualifications

Companies whose principal business has been the sales and servicing of multi-function photocopiers (MFP) of the size and type specified within this RFP for a period of no less than five (5) years. They shall be officially authorized by the manufacturer of the proposed equipment to sell, support and service the equipment offered. Authorized service operations and service personnel must be based in the City of Dryden for the duration for the proposed agreement.

1.2 Closing Date

1.2.1 Sealed proposals will be accepted at the location listed below, by 3:00 p.m. local time on February 6, 2019. Your submission should include one (1) paper copy, and one (1) signed original. All should be sent in packages clearly identified as "**RFP – Multi-function Photocopiers**" to:

**The Corporation of the City of Dryden
Debra Kincaid, City Clerk
30 Van Horne Ave
Dryden, Ontario P8N 2A7**

Faxed or emailed responses will **NOT** be accepted.

Proposals received after this time will be returned to the vendor unopened, and will not be considered. The use of any means of delivery of a Proposal shall be at the risk of the Proponent. Delivery before the above mentioned closing time to any other employee of the City will not be regarded as delivery to the City Clerk.

The proposal will be opened publicly according to the Corporation of the City of Dryden's Procurement By-law.

1.3 Questions/Inquiries/Errors and Omissions

1.3.1 Should any errors or omissions be discovered in this document, or if you have any inquiries pertaining to the content, they should be directed to Tara Evoy, IT Manager at 807-223-1404 and/or email at tevoy@dryden.ca not later than 4:30 p.m., February 1, 2019. Any change to this document will be communicated to all involved vendors, in writing, as an addendum, posted to the City’s website (www.dryden.ca). The municipality will not be responsible for verbal instructions. At the municipality’s discretion, all inquiries and responses will be posted on the City’s website to ensure equal disclosure during the process.

1.4 Background

1.4.1 The City of Dryden is located on Highway 17, in Northwestern Ontario, 350km west of Thunder Bay, Ontario and 350km east of Winnipeg, Manitoba. The City of Dryden has a population of approximately 8,195, with the City Hall office located in 30 Van Horne Ave., Dryden, Ontario.

1.4.2 The City of Dryden **currently uses the following Multi-function Copiers:**

The following information is based on the current fleet of copiers that are in need of replacement. The annual copy volume, speed and type of copier/scanner should be considered as part of any proposal for new equipment.

| DEPARTMENT | Current Average Monthly Volume | Current Breakdown (B&W/Colour) |
|----------------------|---------------------------------------|---|
| ADMIN | 8700 | 7300/1400 |
| FINANCE OFFICE | 4840 | 4740/100 |
| BUILD & PLAN, HR, ED | 5790 | 4240/1550 |
| FIRE DEPARTMENT | 3350 | 2500/850 |
| PUBLIC WORKS | 3825 | 3200/625 |
| REC DEPARTMENT | 4515 | 3375/1140 |
| POLICE | 9170 | 7675/1501 |
| CHILDREN RESOURCE | 4430 | 3650/780 |
| PROVINCIAL OFFENCES | 4775 | 2800/1975 |
| AIRPORT | 1375 | 875/500 |
| LIBRARY | 2000 | 1400/600 |
| MUSEUM | 745 | 195/550 |

1.5 *Evaluation of Proposals*

- 1.5.1 The City reserves the right to reject the lowest, any, or all proposals, or accept any proposal as the most satisfactory in the opinion of the municipality, without liability on the part of the municipality. The City reserves the right to waive any immaterial error in any submission should it be in the best interest of the City to do so. The City also reserves the right to negotiate further with one (1) or more of the vendors whose proposal(s) meet all of the criteria set out in this RFP.
- 1.5.2 The City shall be the sole judge in selection of the best value proposal and will be focused on the most cost effective acquisition for the City. The considerations used in evaluating the proposals will include, but will not be limited to:
- a) Compliance with mandatory requirements and specifications;
 - b) Compliance with General Requirements;
 - c) Compliance with Service Level Requirements;
 - d) Usage Fees and ability for detailed usage counts;
 - e) Lease, Rental and Delivery terms;
 - f) Ability for full integration with specific software applications;
 - g) Supplier qualifications, knowledge and experience;
 - h) Location of vendor and requirement for service personnel based in the City of Dryden;
 - i) Cost of the total offering in the Proposal including all costs as outlined in this RFP; and,
 - j) Scope and variety of training options, manuals and e-information/manuals.
- 1.5.3 The City may award the RFP on the basis of the proposals received, without discussion. Each proposal should, therefore, contain the Proponent's best terms and complete detailed information. The City reserves the right to enter into negotiations with the selected Proponent(s). If the City and the selected Proponent(s) cannot negotiate a successful agreement, the City may terminate the negotiations and begin negotiations with the next selected Proponent(s). This process will continue until an agreement has been executed or all of the Proponent(s) have been rejected. No Proponent shall have any rights against the City arising from negotiations. By their response to this RFP, vendors agree to accept the decision of the evaluation as final.

1.6 *Awarding of Contract*

- 1.6.1 This RFP should not be construed as a contract to purchase goods and services.
- 1.6.2 Staff will make a recommendation to the Council for the Corporation of the City of Dryden in regard to selection of the successful vendor. Only notice, in writing, to a Proponent of the acceptance of its proposal by the Corporation of the City of Dryden, and the subsequent full execution of a written agreement shall constitute a contract for the supply and installation of multi-functional photocopiers.

- 1.6.3 Prior to contract commencement the Successful Proponent shall submit a copy of its current WSIB clearance certificate or declaration of Independent Operator Status.
- 1.6.4 All work performed under this Contract shall be supervised by the City of Dryden and must be performed to the satisfaction of the City Clerk and the City's IT Manager. Where, in the opinion of the Clerk and IT Manager, the Proponent has been in default of any portion of the Contract, the Clerk or IT Manager may request the Successful Proponent to take immediate action to remedy the situation. The City of Dryden shall inform the Successful Proponent of the default in writing. The City of Dryden shall have the exclusive option of terminating this contract for any substantial breach of this Contract by the Successful Proponent that continues unresolved after the expiry of two (2) working days from receipt of the written notice from the Corporation of the City of Dryden of the substantial breach of the Contract by the Successful Proponent.
- 1.6.5 The Successful Proponent shall comply with the relevant federal, provincial and municipal statutes, regulations and by-laws pertaining to the work and its performance. The Proponent shall be responsible for ensuring similar compliance by its suppliers (if applicable).
- 1.6.6 The Parties agree that this Agreement shall be interpreted in accordance with and governed by the laws of the Province of Ontario, including but not limited to The Occupational Health & Safety Act.

1.7 *Municipal Freedom of Information and Protection of Privacy Act*

- 1.7.1 All proposals shall become the property of the City of Dryden and will not be returned. The proposals will be held in confidence by the City subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) with respect to, and protection of, information under its custody and control. Accordingly, all documents provided to the City of Dryden in response to this Request for Proposal may be available to the public unless the party submitting the information requests that it be treated as confidential.

1.8 *Confidentiality of Information*

- 1.8.1 Any information furnished to you under this RFP is for the sole purpose of responding to this RFP. All information provided is considered to be confidential by the participants, and prospective bidders shall have a fiduciary obligation to keep all such information confidential. Reproduction of any part of this RFP is authorized only for the preparation of your response.

1.9 *Proprietary Information*

1.9.1 All proposals will be considered confidential during the evaluation process. Extracts of the responses and the costs of their solutions may be used as part of an evaluation team report. Bidders must indicate in their responses which parts of their response, if any, are confidential.

1.10 *Withdrawal of Proposal*

1.10.1 Proposals may be withdrawn by written request only to the City Clerk at any time prior to the scheduled closing time.

1.11 *Time Proposal is Open for Acceptance*

1.11.1 This RFP is irrevocable and is to continue open to acceptance by the City of Dryden for a period of ninety (90) days after the date and time set for submission of RFP.

1.12 *City's Right to Terminate*

1.12.1 The City of Dryden reserves the right to terminate this Request for Proposal at any time. Submission and receipt of a proposal does not represent a commitment on the part of the City to proceed further with any Proponent or project and the City is under no obligation to award a contract as a result.

1.13 *Costs for Preparing Proposal*

1.13.1 The Proponent must assume all of their costs associated with the production of this RFP.

1.14 *Clarification*

1.14.1 Inquiries will be accepted as of January 29, 2019 and should be directed by email only to:

Tara Evoy
IT Manager
Email: tevoy@dryden.ca

1.14.2 Responses to inquiries will normally be provided in writing (via email) to the firm making the inquiry. Every effort will be made to provide a response within twenty-four hours of receipt of an inquiry. If it is determined that the response to the inquiry is of a substantive nature, the City of Dryden reserves the right to provide the response on the City of Dryden website.

- 1.14.3 At no time during the Vendor selection process will any oral response or clarification be binding upon the City of Dryden.
- 1.14.4 Prior to the date of submission, Proponents must not contact any other representative of the City regarding this RFP, other than the representative identified above. Unauthorized contact with any City representative, including members of City Council and Mayor, may cause for the rejection of the Proponent's proposal.
- 1.14.5 A Proponent may not at any time communicate directly or indirectly with the media in relation to this RFP or any contract awarded pursuant to this RFP without first obtaining the written permission of the City.
- 1.14.6 Proponents are cautioned to carefully read the procedures, terms, conditions and requirements of this RFP, as any deviations, omissions, inaccuracies or misstatements may be cause for rejection of the proposal.
- 1.14.7 The proposal response should identify an individual in the Vendor's organization who is to be contacted in regard to any questions or items needing clarification with respect to the response. Please provide telephone, email address and facsimile numbers for this contact.

1.15 *Format for Response:*

- 1.15.1 To ensure similarity in proposal presentation and to facilitate the comparison of competing proposals by the evaluation team, Proponents shall include the required material using the sections as numbered below.

| SECTION | DESCRIPTION |
|----------------|--------------------------------------|
| - | Cover Letter |
| 1 | Rate and Offer Bid Form (Appendix A) |
| 2 | Executive Summary |
| 3 | Vendor Profile and Qualifications |
| 4 | Documentation (Proposal) |
| 5 | Any Additional Information |

2.0 SPECIFICATIONS, TERMS, AND CONDITIONS

Proposals must meet the following criteria:

2.1 **Mandatory Requirements**

2.1.1 Copier requirements by location:

| DEPARTMENT | PPM Minimum (BW/Col) | STAPLE Finisher | HOLE PUNCH | FAX | DUPLEX | MIN. # of 500 SHEET PAPER TRAYS | LARGE CAPACITY PAPER TRAY | COLOUR NETWORK PRINT | NSI/Autostore Integration Capable | Cloud App Integration Capable |
|----------------------|----------------------|-----------------|------------|-----|--------|---------------------------------|---------------------------|----------------------|-----------------------------------|-------------------------------|
| ADMIN | 50/50 | ***Yes | Yes | Yes | Yes | 2 | Yes | Yes | Yes | Yes |
| FINANCE OFFICE | 30/30 | Yes | No | Yes | Yes | 4 | No | Yes | Yes | Yes |
| BUILD & PLAN, HR, ED | 30/30 | Yes | No | Yes | Yes | 4 | No | Yes | Yes | Yes |
| FIRE DEPARTMENT | 30/30 | Yes | No | Yes | Yes | 3 | No | Yes | Yes | Yes |
| PUBLIC WORKS | 30/30 | Yes | No | Yes | Yes | 3 | No | Yes | Yes | Yes |
| REC DEPARTMENT | 30/30 | Yes | No | Yes | Yes | 3 | No | Yes | Yes | Yes |
| POLICE | 40/40 | Yes | No | Yes | Yes | 4 | No | Yes | Yes | Yes |
| CHILDREN RESOURCE | 30/30 | No | No | Yes | Yes | 3 | No | Yes | Yes | Yes |
| PROVINCIAL OFFENCES | 30/30 | No | No | Yes | Yes | 3 | No | Yes | Yes | Yes |
| AIRPORT | 30/30 | No | No | Yes | Yes | 3 | No | Yes | Yes | Yes |
| LIBRARY | 30/30 | No | No | Yes | Yes | 3 | No | Yes | Yes | Yes |
| MUSEUM | 30/30 | No | No | Yes | Yes | 3 | No | Yes | Yes | Yes |

*** ADMIN Department requires saddle stitch staple finisher.

2.1.2 Copiers must have the ability for full integration with the NSi Autostore and Open Text eDocs version 10 patch 3 software. Any work, programming or cost relating to the conversion will be the responsibility of the Proponent with no cost to the City.

2.1.3 Copiers must have the ability for full integration with the following cloud applications: Microsoft OneDrive for Business and Sharepoint Online. Any work, programming or cost relating to the conversion will be the responsibility of the Proponent with no cost to the City.

2.2 **General/Specific Requirements:**

2.2.1 Each device shall be capable of delivering the following minimum functionality:

- a) Only new current production digital models will be accepted;
- b) Integration with TCP/IP network print services (Windows) allowing for full control of all copier features through the print driver loaded on the client PC;
- c) PCL 5, PCL 6 and Postscript Level 3 drivers for Windows 32 and 64 bit operating systems;
- d) Web based user interface with lockout of administrative setup functions;

- e) Secure print where jobs are stored on the copier until called up through entry of a security code at the front panel;
- f) Integration with Windows Active Directory for purposes of user identification and email address lookup;
- g) Scan to email (SMTP) and scan to network file folder in PDF, JPG or TIFF format;
- h) Walk up feature lockout based on user identification/security;
- i) Walk up fax/email send and receive;
- j) Scan in colour regardless of the device's output capabilities;
- k) Minimum of 600 dpi printing;
- l) Consistent user interface across all proposed units;
- m) All units capable to print/copy/scan/fax/duplex on minimum of 11"x17";
- n) Paper supply as per mandatory requirements table 2.1.1;
- o) Incrementally enlarge document up to 200% or better;
- p) Incrementally reduce document up to 50% or better;
- q) Automatic duplication and scanning of mixed-size originals through the document feeder;
- r) Duplexing document feeder capable of processing no less than 100 page originals;
- s) Preset scaling functions, i.e. tabloid to legal, legal to letter, etc.;
- t) Finishing options that include single staple will be of no less than 20 pages;
- u) Bypass or manual feed tray;
- v) Images stored on unit's internal hard drive must be encrypted and removed permanently through a scheduled job;
- w) Toner replacement must be made using recyclable, sealed cartridges (or equivalent) rather than bulk chemicals so that there is no need to come in contact with toner. Current Material Safety Data Sheets (MSDS) will be supplied to the City as required. All machines shall use a 120-volt power source and a standard, residential type 3-prong plug. Any machine supplied with a different type of plug shall be accompanied by appropriate outlet receptacle at no charge to the City, if necessary. Machines shall be CSA or CUL approved, Energy Star qualified and RoHS compliant;
- x) If power filters or surge protectors are recommended or required by the manufacturer, they shall be supplied at no cost to the City; and,
- y) Any equipment that does not perform as promised will be replaced immediately.

2.3 Service Level Agreement:

2.3.1 City operations rely on the functionality and availability of copiers and their efficiency is directly impinged by unscheduled down time. The following service parameters shall be included in any proposal:

- a) Units that "phone home" with key metrics, usage and trouble signals are mandatory;
- b) Repairs shall commence on-site no more than four (4) business hours from the time a trouble report is made either electronically or verbally;

- c) Units that are out of service for more than two (2) business days shall be replaced with a loaner device of equal or greater capabilities at no cost to the City;
- d) All consumables must be stocked at the vendor's premises in the City of Dryden or preferably at the City of Dryden facility; and,
- e) Staff and Employees of the City of Dryden will be responsible for replacing toner on units as needed. All other supplies, parts and service to be replaced/completed by a technician.

2.4 Usage Fees:

2.4.1 Regular maintenance, repairs, troubleshooting, remedial support and toner, essentially everything but paper and staples, shall be billed as a click or per-copy charge. Units capable of metering colour and black (BW) usage are preferred. Unit usage will be billed monthly to each department detailing usage counts.

- a) Scan and Fax (electronic imaging) will not be a billable usage charge;
- b) B&W and Colour Click/CPC charges will be the same across all copiers;
- c) There will be no additional charge to print to ledger sized paper; and,
- d) The Click/CPC charge is to remain the same throughout the entire 60-month term.

2.5 Lease, Rental and Delivery:

2.5.1 The City will consider 60-month agreements that include delivery, setup and removal of the unit at the end of the term. The agreement must allow for the deletion or addition of units without penalty to the City. Delivery and installation of all copiers is to be made within 21 calendar days after receipt of an executed contract unless a longer period is authorized in writing. An operator's manual is to be delivered with each machine. An e-copy of the setup, administration and operator's manuals shall be available through the manufacturer's or vendor's website.

2.5.2 The City reserves the right to extend the agreement for one (1) 12-month term. Should this occur, the City reserves the right to re-negotiate the rate for the 12-month extension term.

2.5.3 Onsite training is to be completed at the time of installation at no cost to the City. Additionally, the City reserves the right to request re-training for staff after the time of implementation at no cost to the City.

3.0 DECLARATION:

This page must be completed by an officer of the company or corporation responding, who has been vested with signing authority for that company or corporation.

PROPONENT DECLARES:

1. No person, firm or corporation, other than the Proponent, has any other interest in this RFP.
2. This RFP is made without any connection, comparison of figures, or arrangements with, or knowledge of any other corporation, firm or person submitting an RFP for the same work and is in all respects fair and without collusion or fraud.
3. This RFP is made in accordance with the Municipal Conflict of Interest Act, Ontario.
4. The submitted price in this RFP is valid for a period of ninety (90) days from the opening of this proposal by the City.
5. The Proponent has fully reviewed the RFP and submits this proposal in anticipation of the fulfillment of the specifications at the price quoted.
6. This RFP has been executed by a duly authorized signing officer and the corporate seal has been affixed, where applicable.

I, _____, on behalf of _____
do hereby certify that all responses made in this response to the RFP – Multi-function
Photocopiers, are true and correct and available to the City of Dryden.

Signature of Signing Officer Date

Title

Name of Organization

Address

APPENDIX A: Rate and Offer Bid Form

Black and white cost per copy for 60-month term: _____

Colour cost per copy for 60-month term: _____

Use the table below to summarize the units being proposed. Use the following legend to indicate whether PPM, Mandatory, General/Specific and SLA Requirements are met:

N = Criteria not met

P = Criteria is partially met

F = Criteria is fully met

Where criteria or requirements are not fully met please use the explanations section below to elaborate on shortcomings to the outlined PPM, Mandatory, General/Specific and SLA requirements.

| DEPARTMENT | Manufacturer | Model | Meets MINIMUM PPM (N/P/F) | Meets ALL Mandatory Requirements (N/P/F) | Meets ALL General/Specific Requirements (N/P/F) | Meets ALL Service Level Requirements (N/P/F) |
|----------------------|---------------------|--------------|----------------------------------|---|--|---|
| ADMIN | | | | | | |
| FINANCE OFFICE | | | | | | |
| BUILD & PLAN, HR, ED | | | | | | |
| FIRE DEPARTMENT | | | | | | |
| PUBLIC WORKS | | | | | | |
| REC DEPARTMENT | | | | | | |
| POLICE | | | | | | |
| CHILDREN RESOURCE | | | | | | |
| PROVINCIAL OFFENCES | | | | | | |
| AIRPORT | | | | | | |
| LIBRARY | | | | | | |
| MUSEUM | | | | | | |

Explanations:
