



**REQUEST FOR EXPRESSIONS OF INTEREST
AND STATEMENTS OF QUALIFICATIONS**

**Title: PRE-QUALIFICATION FOR MANAGED PRINT SERVICES
CONTRACTORS**

Reference No.: 1220-050-2017-012

(Construction Services)

REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

PREQUALIFICATION FOR MANAGED PRINT SERVICES CONTRACTORS

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REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

1. INTRODUCTION

1.1 Purpose

The purpose of this request for expressions of interest / statements of qualifications (the “RFEOI/SOQ”) is to:

- (a) invite submissions (the “Submission”) from respondents (the “Respondent”) that describe the desire, relevant expertise, capability, reputation and resources of the Respondent to undertake the project as generally set out in Schedule A – Scope of Services; and
- (b) to select a Respondent or Respondents who may be invited to participate in the next stage of the competitive selection process, when called.

All information provided by Respondents shall be reviewed by the City. It shall be at the discretion of the City to accept or reject responses from any Respondent who elect to submit a response to this RFEOI/SOQ.

The RFEOI/SOQ process is intended to establish a shortlist of preferred Managed Print Services contractors with the required expertise, capabilities and resources to perform various works of <<insert brief description of the work>>.

All interested parties should respond to this RFEOI/SOQ as the City does not guarantee that a competitive solicitation will be issued following this RFEOI/SOQ and may elect to directly negotiate with one or more interested parties, or the City may at any time and at its sole discretion decide to cancel this process for any reason.

1.2 Definitions

In this RFEOI/SOQ the following definitions shall apply:

“**BC Bid Website**” means www.bcbid.gov.bc.ca;

“**City**” means the City of Surrey;

“**City Representative**” has the meaning set out in section 2.4;

“**City Website**” means www.surrey.ca;

“**Date**” has the meaning set out in section 2.3;

“**Evaluation Team**” means the team appointed by the City;

“**Preferred Respondent(s)**” means the Respondent(s) selected by the Evaluation Team;

“Respondent” means an entity that submits a Submission;

“RFEOI/SOQ” means this Request for Expressions of Interest and Statements of Qualifications;

“Services” has the meaning set out in Schedule A; and

“Submission” means a submission submitted in response to this RFEOI/SOQ;

2. INSTRUCTIONS TO RESPONDENTS

2.1 Address for Submission Delivery

A Submission should be labelled with the Respondent's name, RFEOI/SOQ title and reference number. A Submission should be submitted in the form attached to this RFEOI/SOQ as Schedule B – Form of Submission, including Appendices A and B.

The Respondent may submit a Submission either by email or in a hard copy, as follows:

(a) Email

If the Respondent chooses to submit by email, the Respondent should submit the Submission electronically in a single pdf file to the City by email at: purchasing@surrey.ca. PDF emailed Submissions are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Respondents should phone to confirm receipt. A Respondent bears all risk that the City's equipment functions properly so that the City receives the Submission.

(b) Hard Copy

If the Respondent chooses NOT to submit by email, the Respondent should submit one original unbound Submission and three (3) copies (four (4) in total) which should be delivered to the City at the office of:

Name: Richard D. Oppelt, Purchasing Manager
at the following location:

Address: Surrey City Hall
Finance & Technology Department – Purchasing Section
Reception Counter, 5th Floor West
13450 – 104 Avenue, Surrey, B.C., Canada, V3T 1V8

2.2 Date

The City would prefer to receive Submissions on or before August 28, 2017. The City's office hours are 8:30 am to 4:00 pm, except holidays.

2.3 Inquiries

All inquiries related to this RFEOI/SOQ should be directed in writing to the person named below (the "**City Representative**"). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Richard D. Oppelt, Purchasing Manager
Email: purchasing@surrey.ca
Reference No.: 1220-050-2017-012

2.4 Addenda

If the City determines that an amendment is required to this RFEOI/SOQ, the City Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca (the "BC Bid Website") and the City Website at www.surrey.ca (the "City Website") that will form part of this RFEOI/SOQ. It is the responsibility of Respondents to check the BC Bid Website and the City Website for addenda. The only way this RFEOI/SOQ may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify the terms of this RFEOI/SOQ or may be relied upon by any Respondent. By delivery of a Submission, Respondent is deemed to have received, accepted and understood the entire RFEOI/SOQ including, any and all addenda.

2.5 Status Inquiries

All inquiries related to the status of this RFEOI/SOQ, including whether or not a Respondent has been selected, should be directed to the City Website and not to the City Representative.

3. RFEOI/SOQ SUBMISSION FORM AND CONTENTS

3.1 Package (Hard Copy)

If the Respondent chooses NOT to submit by email, the Respondent should submit a Submission in a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The City also has an environmentally-preferable purchasing commitment, and seeks a package format to support the green expectations and initiatives of the City.

Please do not use any plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your submission, they should be fully 100% recycled stock.

The City seeks and prefers submittals on 100% Post Consumer Fibre (PCF) paper, consistent with the City's policy and the City environmental practices.

Please double-side any printed material in your Submission.

Submissions should be in a sealed envelope/package, marked on the outside with the Respondent's name, title of the Submission and reference number.

3.2 Form of Submission

Respondents should complete the form of Submission attached as Schedule B – Form of Submission, including Appendices A and B. Respondents are encouraged to respond to the items listed in Schedule B in the order listed. Respondents are encouraged to use the forms provided and attach additional pages as necessary.

Upon submitting a response to this RFEOI/SOQ, Respondents consent to the City and their representatives checking and verifying the information provided. References may also be contacted.

3.3 Signature

The Submission should be signed by a person authorized to sign on behalf of the Respondent and include the following:

- (a) If the Respondent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Submission should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Submission on behalf of the corporation is submitted;
- (b) If the Respondent is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Respondent is an individual, including a sole proprietorship, the name of the individual should be included.

4. EVALUATION AND SELECTION

4.1 Evaluation Team

The evaluation of Submissions will be undertaken on behalf of the City by an Evaluation Team. The Evaluation Team may consult with others including City staff members, third party consultants and references, as the Evaluation Team may in its discretion decide is required. The Evaluation Team will give a written recommendation for the selection of a Preferred Respondent or Preferred Respondents to the City.

4.2 Evaluation Criteria

The Evaluation Team will compare and evaluate all Submissions to determine the Respondent's strength and ability to provide the Services to the City, generally using the following criteria:

- Criterion 1: Reputation, capacity, availability of resources, qualifications, competencies, and financial capability (Schedule B);
- Criterion 2: Relevant availability of suitable equipment and capacity (Schedule B);
- Criterion 3: Strength and relevance of demonstrated experience, qualifications and capability of the proposed Respondent's key personnel (including sub-contractors) with projects of comparable size, scope and complexity showing proven results (Schedule B);
- Criterion 4: Relevant managed print services projects completed in the past five years (Schedule B - Appendix A) (data sheet); and
- Criterion 5: Relevant managed print services projects underway as of Submission Date (Schedule B - Appendix B) (data sheet).

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Submissions by comparing one Respondent's Submission to another Respondent's Submission. All criteria considered will be applied evenly and fairly to all Submissions.

All civil contractors, by submitting a Submission for pre-qualifications, are consenting to allow the City and their representatives to check and verify the information provided. Reference checks will be kept confidential and will not be reviewed by or discussed with the other civil contractors applying for pre-qualifications.

4.3 Litigation

In addition to any other provision of this RFEOI/SOQ, the City may, in its absolute discretion, reject a Submission if the Respondent, or any officer or director of the Respondent submitting the Submission, is or has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Respondent.

In determining whether or not to reject a Submission under this section, the City will consider whether the litigation is likely to affect the Respondent's ability to work with the City, its consultants and representatives and whether the City's experience with the Respondent indicates that there is a risk the City will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

4.4 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Respondent with respect to any RFEOI/SOQ, and the Evaluation Team may make such requests to only selected Respondents. The Evaluation Team may consider such clarifications or additional information in evaluating a Submission.

4.5 Interviews

The Evaluation Team may, at its discretion, invite some or all of the Respondents to appear before the Evaluation Team to provide clarifications of their Submissions. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Submissions.

5. GENERAL CONDITIONS

5.1 No City Obligation

This RFEOI/SOQ is not a tender and does not commit the City in any way to pre-qualify a Preferred Respondent(s), or to proceed to negotiations for an agreement, or to award any agreement, and the City reserves the complete right to at any time reject all Submissions, and to terminate this RFEOI/SOQ process.

5.2 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing, and submitting a Submission, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFEOI/SOQ. The City and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in preparing and submitting a Submission, or participating in subsequent proposal requests, negotiations for an agreement, or other activity related to or arising out of this RFEOI/SOQ.

5.3 No Contract

By submitting a Submission and participating in the process as outlined in this RFEOI/SOQ, Respondents expressly agree that no contract of any kind is formed under, or arises from, this RFEOI/SOQ, prior to the signing of a formal written agreement. The Respondent may cancel or revoke its Submission at any time, until acceptance by the City.

5.4 Conflict of Interest

A Respondent shall disclose in its Submission any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

5.5 Solicitation of Council Members and City Staff

Respondents and their agents will not contact any member of the City Council or City staff with respect to this RFEOI/SOQ, other than the City Representative named in section 2.3, at any time prior to the award of an agreement or the cancellation of this RFEOI/SOQ.

5.6 Confidentiality

All Submissions become the property of the City and will not be returned to the Respondent. All Submissions will be held in confidence by the City unless otherwise required by law. Respondents should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

SCHEDULE A – SCOPE OF SERVICES

Project Title: Pre-Qualification for Managed Print Services

Project Reference No.: 1220-050-2017-012

1. PROJECT DESCRIPTION

This project consists of replacing approximately 336 multi-function and single-function printers (mostly like for like) and serving comprehensive Managed Print Services (MPS) for a period of five (5) years to sustain and manage the fleet and the City's satisfaction with their printer-based productivity.

The Service Provider is expected to smoothly deploy and reposition, maintain and continuously optimize the fleet. This means reliability, performance, output quality and fidelity, ease of use, functional and security compliance, environmental sustainability, and easy delivery/disposition of devices, their consumables and other hardware/software accessories or service parts are realized from the first day of the contract to the last.

Employees need to feel their printers can be counted on, and that the City's MPS provider understands and meets their printer-based productivity needs by proactively avoiding disruption and quickly responding to disruptions to minimize their duration and impact.

Leveraging its own analytics capabilities to share timely, insightful information about trends and causes, the Service Provider is expected to assist the City in making data driven decisions that optimize the fleet, ease of use and printer-based productivity.

All replacement and added devices and accessories throughout the term are to be new equipment. Used, reconditioned or remanufactured devices are acceptable.

Out of scope for replacement and MPS are production printers managed by the City Print Shop, single and multi-function wide-format printers (i.e. Arch D and larger) and other specialized scanners or printers for membership cards, envelopes, POS receipts, cheques and labels. Also out of scope is the supply of paper media used by print devices.

2. PROJECT BACKGROUND

Print, copy, scan and fax are an essential productivity service

Print, copy, scan and fax are a universal lifeblood to countless internal, external and customer-facing workflows. Issues affecting the reliability or availability of a printer can immediately and impactfully disrupt employees and City customers.

The City intends to subscribe to the best intrinsic fit

The City intends to evaluate for closest alignment and fit with City objectives, the value proposition and differentiators of each respondent's product and service offering in its intrinsic form.

The City believes the success of an MPS partnership is strengthened by subscribing to the respondent's product and service offering, as the respondent designed it, without deviations or customizations that put predictable, repeatable sustainment of the offering at risk.

The City has MPS today

The City adopted managed print services in 2011 for Surrey Libraries' multi-function printers (publicly used by patrons) and then enterprise wide in 2012 for most all multi- and single-function printers. The latter included assessing a diverse 450 device fleet. The goal was to improve productivity by standardizing, modernizing, elevating capabilities and performance, and ensuring reliability and value by leveraging consolidation and just-in-time delivery of consumables, support and service.

Today, all City facilities, employees and their productivity workflows utilize one or more of the following:

Common devices

- Colour multi-function printers (MFPs) capable of letter and legal sized duplex output that include a HID card reader and colour touchscreen to simplify authentication, print (including secure/dynamic routing), copy, colour scanning (to PDF), fax and mobile print tasks. These facilitate general central workloads.
 - Workgroup free-standing MFPs also include tabloid (A3) sized output, at least 5 paper inputs and 3 outputs (to separate between print, copy and fax output), and a finisher that can staple and hole punch. 35-55ppm;
 - Compact MFPs that can be free-standing or counter-placed include at least 3 paper inputs and 1 paper output and an integrated manual electric stapler. Typically installed when space is constrained. 17ppm;
- Black and white single-function printers (SFPs) capable of letter and legal duplex output. These facilitate time-sensitive or dedicated plain paper, form paper and/or envelope workloads.
 - High volume workgroup SFPs that are free-standing or counter-placed, can host additional trays and dedicated envelope workloads. 45-65ppm;
 - Small Workgroup SFPs may also handle envelope runs. 35-47ppm;
 - Compact SFPs support small/specialized workloads. 29ppm. For Fire Services these SFPs must draw $\geq 1.5A$ more current while printing vs. any other current drawing activity for a Current Sensing Alarm System;

Specialized devices

- Colour SFPs capable of letter and legal duplex output.
 - Medium workgroup SFPs also support tabloid (up to 13x18) and precise colour matching to facilitate proof and production work. 22ppm

- Compact SFPs facilitate small dedicated specialized workloads. 18ppm;
- Production-level MFPs:
 - A Colour MFP capable of very high speed letter and legal sized duplex output and scanning (with OCR) that includes a raster image processor (RIP). This is used by Legislative Services for confidential high volume and time-sensitive legislative production. 75ppm
 - A Black and white MFP (used only for print) capable of very high speed letter sized output with granular registration control (for precise barcode placement) that includes a high capacity paper input and RIP. This is used by the Tax Department for ad hoc medium volume time-sensitive and registration-sensitive customer statement production. 125ppm

Across Surrey Libraries' facilities, patrons utilize publicly accessible, pay-per-use:

- Black and white MFPs capable of letter and legal sized duplex output. All MFPs are free-standing and include a colour scanner and a colour touchscreen. They integrate with an Envisionware LTP:One system and are directly attached to an ITC Systems coin acceptor. Surrey Libraries intends to move to duplex colour.

Any device with a storage disk offers encryption and remote/local/schedulable wiping.

A peel, smudge, and fade proof label is affixed to each device providing clear information to identify the device's print queue and for obtaining supplies and support.

Facility Characteristics

While the majority of facilities require a visitor to show identification and signing a log book, certain facilities further require pre-arranged and escorted access to printers.

At certain facilities MFPs and SFPs are subject to atypical environmental conditions, including:

- higher temperature and humidity, such as at an indoor swimming pool;
- lower temperature, such as at a garage/receiving bay;
- increased dust, such as at a workshop or garage bay.

The quantity, placement and feature configuration of each device is rationalized using defined standards that consider:

- the number of users, their workload needs and projected volumes;
- security and privacy needs;
- service delivery needs;
- accessibility and proximity needs; and
- sound pressure level and other, emission-related, health and safety needs.

Media Characteristics

Generally 20lb 30% recycled paper is utilized and is centrally sourced for departments.

Certain receipt, archival, legal and “work order” workloads expect that the printed output withstand frequent handling or rubbing, folding or creasing, aging or exposed to some rain. Certain workloads utilize pre-printed forms or coloured plain paper.

Network Characteristics

Facilities are Cisco Gigabit networked. Print devices are Network Access Controlled and assigned Reserved DHCP addresses using each device’s MAC address. A ‘friendly’ print queue name is assigned to each printer. The name is reuse-ably transferred from a predecessor to successor device. Windows and Mac users are non-privileged and print via queues hosted on Print Servers. Smartphone users direct jobs via City email.

Historical Print Volumes

The following summary data is provided to assist with understanding the City’s historical print volumes.

Surrey Libraries **MPS** pay-per-use MFPs (for patrons)

	MPS Devices	Total	Black Print	Black Copy	Black Fax	Duplex
Total	18	569811	449662	120133	16	6018
Average	18	47484	37472	10011	1	502
Highest	18	54518	43728	11721	5	690
Lowest	18	41594	33240	8354	0	228
Jan-15	18	46592	35427	11160	5	332
Feb-15	18	42335	33661	8672	2	690
Mar-15	18	50163	39491	10672	0	596
Apr-15	18	47130	37295	9834	1	550
May-15	18	45400	35682	9718	0	596
Jun-15	18	48617	39054	9563	0	564
Jul-15	18	47339	37478	9861	0	228
Aug-15	18	45151	35290	9858	3	508
Sep-15	18	54518	43728	10789	1	374
Oct-15	18	53214	41489	11721	4	582
Nov-15	18	47758	37827	9931	0	604
Dec-15	18	41594	33240	8354	0	394

	MPS Devices	Total	Black Print	Black Copy	Black Fax	Duplex
Total	18	639129	508751	130369	8	5722
Average	18	53261	42396	10864	1	477
Highest	18	60739	49852	12536	4	724
Lowest	18	41454	33213	8241	0	242
Jan-16	18	51068	40890	10178	0	372
Feb-16	18	49765	39212	10552	0	304
Mar-16	18	52941	42154	10787	0	584
Apr-16	18	60739	49852	10883	4	360
May-16	18	55484	44913	10570	1	438
Jun-16	18	54521	43338	11182	1	696
Jul-16	18	51510	40421	11089	2	404
Aug-16	18	56143	44545	11596	0	540
Sep-16	18	59338	46802	12536	0	694

Oct-16	18	53481	42261	11220	0	364
Nov-16	18	52685	41150	11535	0	724
Dec-16	18	41454	33213	8241	0	242

Year over Year Change

0%	12%	13%	9%	-50%	-5%
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City of Surrey & Surrey Libraries **MPS** MFPs and SFPs, except pay-per-use MFPs (for Surry Libraries patrons)

	MPS Devices	Total	Black Print	Black Copy	Black Fax	Colour Print	Colour Copy	Colour Fax	Duplex	Black A3	Colour A3	Scan to PDF
Total	247	9651101	5328317	1659004	313686	1929247	352214	68633	2477671	105595	150416	596596
Average	248	804258	444026	138250	26141	160771	29351	5719	206473	8800	12535	49716
High	253	879114	491975	157516	52392	181063	57975	15600	238099	10813	15642	58862
Low	239	662957	376673	115234	15871	122518	21369	1450	169065	6950	9361	30602
Jan-15	250	823759	456901	145791	28218	162937	25404	4508	213175	9471	13446	42504
Feb-15	250	802699	444267	140497	20794	156610	24931	15600	208901	8544	14575	41276
Mar-15	250	847855	473252	156187	15871	170074	28243	4228	218253	9239	13652	30602
Apr-15	250	776089	429956	129445	23409	161960	25297	6022	204795	8132	12296	51283
May-15	239	823997	466885	141938	17568	163481	28537	5588	213074	8300	10558	51510
Jun-15	246	878123	491975	157516	23326	172741	29461	3104	227379	10813	15642	53351
Jul-15	246	822808	443076	150183	23983	145435	57975	2156	205078	9809	13838	58810
Aug-15	246	662957	378314	117707	17740	122518	25228	1450	169065	6950	9361	51793
Sep-15	250	879114	477845	132010	52392	176333	28801	11733	238099	8362	11892	49575
Oct-15	248	852561	459791	152875	27787	181063	24536	6509	211010	9616	13439	58862
Nov-15	253	772873	429382	119621	30274	169073	21369	3154	194408	9145	11308	56564
Dec-15	247	708266	376673	115234	32324	147022	32432	4581	174434	7214	10409	50466

	MPS Devices	Total	Black Print	Black Copy	Black Fax	Colour Print	Colour Copy	Colour Fax	Duplex	Black A3	Colour A3	Scan to PDF
Total	265	10382290	5797905	1580492	384677	2198816	339439	80961	2642013	112664	150327	679849
Average	258	865191	483159	131708	32056	183235	28287	6747	220168	9389	12527	56654
High	265	939572	525910	157289	49212	204307	37153	10475	263802	10756	15268	71111
Low	246	635004	354311	88042	19565	135702	21385	1200	158699	6140	7358	41507
Jan-16	253	848031	476475	134438	19842	183843	25525	7908	219273	8961	11907	55737
Feb-16	253	831126	460286	131845	24415	176767	31433	6380	211193	9089	11744	57153
Mar-16	246	871198	488029	136483	40997	178924	23837	2928	223838	10167	11439	59766
Apr-16	262	929734	514105	144655	38306	186538	37153	8977	230999	9806	13014	71111
May-16	257	939572	524181	141768	33780	196308	33060	10475	230118	9789	13319	61246
Jun-16	257	935580	525910	139117	35779	196381	32039	6354	263802	10756	14829	62623
Jul-16	256	895462	499625	157289	30986	170077	28040	9445	219924	10368	15268	63046
Aug-16	261	806053	463417	126248	19565	171535	21385	3903	195535	9698	13327	54065
Sep-16	262	892129	498253	124250	31622	204307	25224	8473	225393	9087	12900	43882
Oct-16	262	921002	508942	127425	49212	199218	27351	8854	243698	9253	12161	54094
Nov-16	262	877399	484371	128932	31937	199216	26879	6064	219541	9550	13061	55619
Dec-16	265	635004	354311	88042	28236	135702	27513	1200	158699	6140	7358	41507

Year over Year Change

7%	8%	9%	-5%	23%	14%	-4%	18%	7%	7%	0%	14%
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The fleet spans a growing city

The MPS and non-MPS printer fleet is deployed in 60+ facilities, throughout Surrey's six town centres, spanning an area of 316 square km.

Facility Type	Device Count	Colour					Black & White				
		Multi-function Printer			Single-function Printer		Multi-function Printer		Single-function Printer		
		Production A3	Workgroup A3	Compact A4	Small A3 Workgroup	Compact A4	Production A3	Public Pay-per-use A3	High Volume Workgroup A4	Small A4 Workgroup	Compact A4
Operations Centre	106	1	45	11	2	2	1	28	11	5	
Operations Centre	26		11	3				2	5	5	
Operations Centre	5		1						4		
Operations Centre	5		2	1					2		
Operations Centre	2		1						1		
Operations Centre	2		1						1		
Operations Centre	2		1					1			
Recreation Centre	11		2	2					5	2	
Recreation Centre	8		1	1					4	2	
Recreation Centre	6		1	1					3	1	
Recreation Centre	6		1				2		3		
Recreation Centre	5		1	2					2		
Recreation Centre	4		1				2		1		
Recreation Centre	4		1	1					2		
Recreation Centre	4		1	2					1		
Recreation Centre	3		1	1					1		
Recreation Centre	3		1	1					1		
Recreation Centre	3		2							1	
Recreation Centre	3		1						2		
Recreation Centre	3		1				1		1		
Recreation Centre	2		1						1		
Recreation Centre	2		1						1		
Recreation Centre	2			1						1	
Recreation Centre	2		1						1		
Recreation Centre	1		1								
Recreation Centre	1		1						1		
Recreation Centre	1		1								
Recreation Centre	1		1						1		
Library	12		3				6			3	
Library	5		1				2		1	1	
Library	5		1				2		2		
Library	4		1				2		1		
Library	3		2							1	
Library	3		1						2		
Library	2			1			1				
Library	2		1						1		
Library	1			1							
Fire Hall	7		2	2				1		2	
Fire Hall	6		2	1						3	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Fire Hall	3			1						2	
Cultural Centre	4		1	1						2	
Cultural Centre	4		2	1	1						
Cultural Centre	2		1						1		
Cultural Centre	2		2								
Cultural Centre	1					1					
RCMP Office	7			2					4	1	
RCMP Office	1									1	
RCMP Office	1									1	
RCMP Office	1									1	
RCMP Office	1									1	
RCMP Office	1									1	

Different Facilities, Different Hours

Printers are distributed as follows:

Facility Type	Facilities	Printers	Township	Facilities	Printers
Operations Centre	7	148	City Centre/Whalley	10	145
Recreation Centre	21	74	Guildford	8	24
Library	9	37	Fleetwood	6	27
Fire Hall	15	52	Newton	13	76
Cultural Centre	5	13	Cloverdale	11	28
RCMP Office	6	12	Semiahmoo	14	36

A map of Surrey facilities is available at

<https://www.google.com/maps/d/viewer?mid=1eLB4jPsglGhWjRHBO3O7y1rDnSQ&ll=49.11102972313587%2C-122.7050971905764&z=12>

The days and hours of operation vary across City facilities.

Most Operation Centres, including the largest, are generally open Monday to Friday 08:30-16:30. The second largest Operations Centre opens at 07:30. Two small Operations Centres are open on Saturday and Sunday.

Recreation Centres are generally open Sunday to Saturday anywhere from 06:00-22:00. Some facilities are open on statutory holidays.

Libraries are generally open Monday to Friday 09:00-21:00, Saturday 09:30-17:00, and Sunday 13:00-17:00. Some facilities are open on statutory holidays.

The emergency response focus of Fire Halls is staffed and in operation 7x24.

Cultural Centres are generally open Sunday to Saturday from 09:00-17:00. The largest Cultural Centre is open Tuesday to Thursday from 09:00-21:00. Some facilities are open on statutory holidays for special events.

RCMP Offices are generally open Monday to Friday 09:00-17:00. The largest RCMP Office is also open on Saturday and Sunday from 09:00-16:00.

3. SCOPES

Set out the scope of work or services which are to be acquired pursuant to this RFEOI/SOQ. Provide a clear description of required services and related support. Services must be described in generic and/or functional terms specific to the business needs. Where it is necessary to provide specifications in non-generic and/or non-functional terms, the specifications must set out the performance requirements in a manner that would not unfairly favour certain suppliers. Providing potential proponents with as much accurate detail as possible better ensures that you meet your legal disclosure obligations.

4. EXPERIENCE, CAPABILITY, CAPACITY AND RESOURCES

The City requests responses to the following to evaluate your expression of interest.

Value Proposition

If not covered in your responses below, please summarize any other elements of your unique value proposition, and market differentiators, for delivering print devices and MPS.

Protecting Productivity

The City intends to ensure productivity is not interrupted by excessive or unnecessary printer down time. For example, the City implemented a 'follow me' print service and, where possible, installed an alternative printer to allow compatible workloads to be redirected if the primary printer becomes impeded or unusable.

Considering the variable operating days and hours for City facilities, how does your MPS ensure that automatically triggered consumable and user serviceable part orders are delivered before the printer goes into an impeded or unusable state?

How does your MPS ensure that the availability of a printer isn't impacted by internal or external disruptions to your supply chain, distribution network, delivery partners, and resources?

What are the operating hours of your MPS, as it relates to:

- restoring service to a device that is in an impeded or unusable state?
- obtaining missing or replacement supplies?
- obtaining 'how do I?' or 'why is this happening?' technical support?
- escalating an issue that has deviated from commitments or expectations?

What role does your MPS play in proactively maintaining print devices, in order to avoid predictable loss of productivity from a device becoming impeded or unusable?

Considering the variable operating days and hours for City facilities, how does your MPS otherwise ensure productivity is protected from repetitive, excessive or unnecessary printer down time?

Does your MPS inform dispatched technicians of access requirements for secure facilities, such as "scheduled escorted access required"?

Please indicate if you specify a Duty Cycle for print devices, and define this.

Should your expression of interest include device model options, or specific device model recommendations, for the City's different device needs, please specify each device's maximum monthly and 6-month duty cycle (and maximum daily duty cycle for Production A3 MFPs), as well as the sound pressure level (dB) when printing.

KPIs and Metrics

Please summarize your MPS' Key Performance Indicators, as they relate to forming a contract. For example, KPIs that measure client service, product performance, delivery and implementation, moves/adds/changes (MACD), and financial. Include definitions and proprietary calculations for any metrics you describe.

Partnering with IT

The City intends to leverage an MPS provider, and its IT Division, to deliver and protect print-based productivity.

Considering the design of your MPS, which roles and responsibilities are owned by the MPS, owned by the City's IT Division, and owned by end users?

Summarize your MPS' established workflows, as they relate to an end user and a City IT Division representative obtaining (manually or automatically) service, support, maintenance, and repair. If any of your MPS' workflows are intrinsically designed to have an end user contact the MPS provider directly, the City is interested to understand in understanding:

- a. The experience from the end user's perspective once the MPS provider has determined that fulfilling a need either requires the City's IT Division to own the case, or coordinated ownership between the MPS provider and the City IT Division is required.
- b. How the City's IT Division is to be informed of in-progress and past cases that are exclusively managed by the MPS provider – for example asset details, problem details, status, time to resolution, end users acceptance of resolution, etcetera.
- c. What integration, if any, exists to the City's service management platform (Service Now) to facilitate the above.

For all MPS-managed device types, what is the defined escalation process for end users, and the City's IT Division?

Consumable Management and Experience

The City intends to ensure that:

- consumables (assumed to include toner or ink, staples, and other user serviceable printer parts) are safe and easy to install and remove;
- the per-facility delivery and storage of new, and disposition of spent, consumables, requires minimal space(s) to facilitate;
- throughout City facilities, employees responsible for receiving parcels can easily understand where or how a consumable is to be stored or who it should be directed to; users in need of a consumable can easily locate and identify the correct one.

How does your MPS manage the full lifecycle of a consumable, from the manual or auto-triggered order, delivery to the destination and recipient(s), storage and identification of the consumable, installation requirements, and the return of spent consumables for recycling or responsible disposal?

Does your MPS support facility-specific, recipient needs for delivery? For example, to a single recipient at facility A for all printers at facility A, and to multiple recipients at facility B for each recipient's respective printer(s) at facility B, and to a single recipient at facility C for printers installed at various other facilities (D-J).

What information is provided to parcel recipients to understand where a consumable is to be stored or who it should be directed to, and how end users are to locate and identify the right consumable for their printer? For example, indicate if the label can clearly include one or multiple details, such as a room name or floor within a facility, a recipient's full name, the device's 'friendly' print queue name (if it has to be tied to a specific device), etcetera.

What consumables are end users expected to install themselves? Do any of these expose the end user to a risk of burn, lifting injury, and/or require the use of tools? If so, please indicate which one(s).

Are any consumables excluded from being MPS-managed such that the end user is required to manually monitor and order them? If so, please indicate which one(s). Explain how an end user manages this to ensure they are replenished before the printer becomes unusable.

Firmware

The City intends to ensure firmware versions are managed to maximize the stability and security of devices, while protecting the consistency of the user feature set and experience.

As new firmware versions are released throughout the term, what role does your MPS play in ensuring the firmware on print devices is standardized and managed across the fleet, whether at a device's initial deployment, later redeployment, and otherwise for all other in place devices?

Are major and minor firmware updates able to be installed remotely and centrally?

Change Control

The City intends to ensure new, replacement, and relocated print device installs are managed to minimize disruption to end users; that successor print devices are proactively evaluated to meet the established needs for that device type, selected, and made 'ready to deliver' before the predecessor is discontinued. Typically, the City does not have space to temporarily store print devices between delivery and installation, or between de-installation and pickup.

As device models reach end of life and are retired from your offering throughout the term, what role does your MPS play in ensuring the request for a new/replacement print device is not impacted, including how a delivery delay or recommending a non-compliant successor is prevented?

From order to completion, what role does your MPS play in the replacement of any managed print device, including physical, accessory, and software configurations?

Whether as part of this selecting an MPS partner for this project, or as selecting successor print device during a contract term, are you able to deliver and configure print devices to the City so that business needs can be evaluated on site by City stakeholders? These include ease of use, ease of administration, performance, media compatibility, and sound levels.

From order to completion, what role does your MPS play in the relocation of a print device, for an A3/A4 device that is moving to:

- the same building, on the same floor?
- the same building, on a different floor?
- a different building?

What role does your MPS play in the secure disposition of print devices, their software configuration, and any content data (digital or printed) that may reside on or in them?

Configuration Management

The City intends to ensure end users receive a managed, consistent feature set and user experience, whether across different device models (model X vs. model Y), or across different profiles within a single model (model Z without a finisher, model Z with a finisher, model Z with fax enabled, model Z with pay-per-use public functionality, etc).

How do your print devices facilitate and simplify the management of consistent physical and software configurations?

What role does your MPS play in facilitating efficient, uniform, and error free physical and software configuration management, whether at initial deployment, or subsequent re-deployment or replacement?

Can your devices suppress intervention messages from appear on a printer, for consumables and other interventions that are already managed automatically via monitoring and threshold triggering? For example “please order consumable X” is suppressed while “please replace consumable X” is not.

Media Types and Management

The City intends to operate its printer fleet to align with the City’s sustainability charter.

What paper content(s) and weight(s) are required to ensure reliable productivity across your different print device models, when used in typical office environments?

What paper content(s) and weight(s) are required to ensure reliable productivity across your different print device models, when used in atypical environments, considering the outlier Location Characteristics and Media Characteristics described above?

Does your MPS provide insight beyond impression colour and count, to include metrics like media type and/or size utilization, finishing option utilization, colour coverage, scan utilization, copy utilization, fax utilization, duplex utilization, from mobile device utilization, secure utilization, follow me utilization, others?

Security and Privacy

The City's intent is to employ technologies, services, and practices that are in compliance with BC's Freedom of Information and Protection of Privacy Act ([FIPPA](#)).

How does your MPS ensure data collection for assessment, sustainment, and decision insight (e.g. asset details, metering, job accounting, diagnostic, telemetry, and other data) exchanged between the City printer fleet (or other MPS devices) and your MPS data processing centre(s) is protected from unauthorized access and use?

Please state if and describe how:

- print device features or services, that are cloud hosted or supported, have been evaluated to comply with FIPPA, for example as part of a Privacy Impact Assessment (PIA);
- how your MPS' collection and storage of personal information has been evaluated to comply with FIPPA, for example as part of a PIA.

Do your print devices support Active Directory-integrated authentication, tied to an employee's proximity card?

Beyond using authorization to grant or restrict access to 'end user' features, such as scanning to email or releasing secure print jobs, do your print devices support authorization to grant or restrict access to 'management' features, such as printing logs and reports, and 'administration' features, such as configuring network settings?

Experiences and Integrations

Is the MAC address of an ordered print device provided to the City's IT Division ahead of delivery, so that Network Access Control and Reserved DHCP configurations can be configured ahead of installation?

For Windows-based printing, do you provide V4 print drivers for your print devices? Are V3 print drivers available in 32- and 64-bit, Postscript and PCL, Global and Individual versions?

Do you provide macOS print drivers for your print devices?

If a 'follow me print'-type feature is supported, do your drivers expose all printing and finishing features across all of your print devices, whether they are A3, A4, single-function, or multi-function?

Do your drivers support end users 'printing to fax', directly from an application on their computer, such as Microsoft Word or Adobe Acrobat?

As capabilities and procedures change throughout the term, what role does your MPS play in helping current and future end users overcome the learning curve, whether at initial deployment, subsequent re-deployment, or replacement?

Summarize if and how the scanning function on your multi-function print devices can integrate with an OpenText document repository.

Insight and Reporting

Summarize if and how your MPS can assist the City to make data driven decisions to optimize the fleet, ease of use, and printer-based productivity? For example, by leveraging the MPS' analytics and reporting capabilities.

SCHEDULE B – FORM OF SUBMISSION
RESPONDENT’S REQUEST FOR EXPRESSIONS OF INTEREST
AND
STATEMENTS OF QUALIFICATIONS

Type of Pre-Qualification: General Contractor

This Request For Expressions of Interest and Statements of Qualifications (RFEI/SOQQ) will enable the City of Surrey (the “City”) to determine your relevant experience, capacity, resources, and financial capability for eligibility to submit Request for Quotations (RFQ) for contractor work packages for Managed Print Services.

Materially incomplete RFEI/SOQ submissions may be deemed to fail the qualification process. Respondents may supplement information requested with additional sheets if required. All information provided should be relevant to the prequalification.

Project Description:

Project Title: Pre-Qualification for General Contractor for Managed Print Services.

Project Reference No.: 1220-050-2017-012

The City invites experienced and qualified general contractors for managed print services: generally includes but not limited to, installation and setup of equipment, equipment maintenance and servicing, and usage reporting.

Submitted To:

City Representative: Richard D. Oppelt, Purchasing Manager

Address: Surrey City Hall
Finance & Technology Department – Purchasing Section
Reception Counter, 5th Floor West
13450 – 104 Avenue, Surrey, B.C., Canada, V3T 1V8

Telephone: 604-590-7274

Fax: 604-599-0956

Email for PDF Files: purchasing@surrey.ca

SECTION A. GENERAL INFORMATION

This document is intended to provide information on the capacity, skill, and experience of the Respondent. Respondents may supplement information requested with additional sheets if required.

- 1. _____
Full Legal Name of Firm

- 2. _____
Business Address

- 3. Phone No.: _____ Fax No.: _____

- 4. Email _____ Website _____
Address: _____ Address: _____

- 5. Contact for prequalification inquiries (full name, position and email address):

- 6. Contact for general inquiries (full name, position and email address):

- 7. Membership of industry associations (please list):

SECTION B. COMPANY PROFILE

- 8. How many years has your organization been in business as a contractor? _____

- 9. How many years has your organization been in business under its present business name?

- 10. Form of Business Organization
Corporation _____ Partnership _____ Sole Proprietorship _____

- 11. If Corporation/Partnership, year incorporated/established: _____

- 12. If the Respondent is a company, the company name indicated above is registered with the Registrar of Companies in the Province of British Columbia, Canada, Incorporation Number _____.

SECTION C. FINANCIAL CAPACITY

Insurance Reference:

- 13. Name of Insurance Company: _____

- 14. Address: _____

15. Contact Person: _____
16. Telephone/Fax Numbers: Phone: _____ Fax: _____
17. Are you able to provide General Liability Insurance, on an occurrence basis, in the amount of not less than \$5,000,000 (CAD) with an insurer licensed in British Columbia for bodily injury, (including death) and damage to property including loss of use thereof? Yes No
18. Are you able to provide Automobile Liability Insurance for a limit of not less than \$3,000,000 (CAD) for all owned, leased or rented licensed vehicles used in the performance of Work and shall include third party liability? Yes No
20. Do you carry Professional Errors and Omissions Insurance? Yes No If "Yes", provide the following details:
- (i) Amount of coverage:
- (a) Per Occurrence / Claim: _____
- (b) Aggregate: _____

(ii) Detail specific exclusions (if any):

Comment:

(iii) Detail whether there is a limit on the number of claims per annum:

Comment:

Note: Refer also to the City's sample insurance certificate form available on the City's web site at www.surrey.ca (search "Insurance Certificates") titled City of Surrey Certificate of Insurance Standard Form.

SECTION D. EXPERIENCE, REPUTATION AND RESOURCES

21. Respondents should provide details, in order of date, of relevant construction projects completed in the past five years – Schedule B – Appendix A (data sheet).
22. Respondents should provide details, in order of date, of relevant construction projects underway as of Submission Date – Schedule B - Appendix B (data sheet).
23. Management and Personnel: Qualifications and relevant experience of senior management and key technical staff:
- (a) brief resume identifying each individual's qualifications and relevant professional experience and the number of years they have worked for the Respondent;
- (b) specific projects worked on; and
- (c) details of the training that will be provided to field personnel.
24. Subcontractors: Respondents should provide the following information on the background and experience of all sub-contractors (including consultants and material suppliers) proposed to undertake a portion of the Services (use the spaces provided and/or attach additional pages, if necessary):

DESCRIPTION OF SERVICES	SUB-CONTRACTORS NAME	YEARS OF WORKING WITH RESPONDENT	TELEPHONE NUMBER AND EMAIL

Do you evaluate the ability of subcontractors to comply with applicable Health, Safety and Environment requirements as part of the selection process? Yes No

Do you include subcontractors in:

- Audits? Yes No
- Health, Safety and Environment Meetings? Yes No
- Health, Safety and Environment Orientation? Yes No
- Inspections? Yes No
- Do your subcontractors have a written Health, Safety and Environment Management Program or System? Yes No
- Do you use Health, Safety and Environment performance criteria in the selection of subcontractors? Yes No

25. Respondents should provide details of your approach to selecting subcontractors, suppliers addressing in particular:

- The subcontractors and suppliers you have successfully used on previous managed print services and related works projects that could be used in the future on various procurement opportunities that may arise within the time period of this RFEI/SOQ; and
- Your approach to achieve competitive pricing and excellent quality:

Comments:

26. Management of consultants, subcontractors and material supplier(s). Respondents should provide details of the approach to the management of its consultants, subcontractors and material suppliers:

Comments:

27. Respondent should describe the availability of staff to work on this project including your capacity to undertake project, in terms of maximum available crew size (Estimated):

Comments:

SECTION E. TECHNICAL CAPACITY

28. Workers' Compensation Board Information:

Workers' Compensation Registration Number: _____

Letter of Good Standing attached: Yes No

29. Quality Control Program: Respondents should provide a description of their quality control program; how it works, personnel who provide it, standards by which the effectiveness of the program can be measured, record of results on previous projects, etc.

Comments:

30. Health and Safety: Utilization of Occupational Health and Safety (OH&S) – Respondents should provide evidence of a current program in place, a sample or example OH&S program with a general construction safety program for all workers.

Do you have specific Health and Safety Training Program for supervisors? Yes No

Have your employees received the required Health and Safety training and retraining?
 Yes No

Corporate OH&S policy attached (please tick to confirm).

Has your company received any awards for health and safety performance achievement?
 Yes No

If Yes, please list.

31. Utilization of Waste Management & Reduction Policy and Plan: Respondents should provide evidence of a system in place, a sample or example Waste Management & Reduction Plan.

Corporate Waste Management & Reduction policy attached (please tick to confirm).

Corporate Waste Management & Reduction Plan attached (please tick to confirm).

32. Respondent should list the categories of work that your organization normally performs with its own forces.

Comments:

33. **Customer Service:** Respondents should briefly describe your company's standards and associated process with respect to response time regarding resolution of service issues. This includes but is not limited to technical support, warranty claims, non-conformance, and order placement issues.

Comments:

34. **Technical Support Service:** Respondents should provide an overview of technical support services available from your company, such as product assessment, identification of specification changes, and troubleshooting problems.

Comments:

Productivity

35. Considering the variable operating days and hours for City facilities, how does your MPS ensure that automatically triggered consumable and user serviceable part orders are delivered before the printer goes into an impeded or unusable state?

Comments:

36. How does your MPS ensure that the availability of a printer isn't impacted by internal or external disruptions to your supply chain, distribution network, delivery partners, and resources?

Comments:

37. What are the operating hours of your MPS, as it relates to:
- Restoring service to a device that is in an impeded or unusable state?
 - Obtaining missing or replacement supplies?
 - Obtaining 'how do I?' or 'why is this happening?' technical support?
 - Escalating an issue that has deviated from commitments or expectations?

Comments:

38. What role does your MPS play in proactively maintaining print devices, in order to avoid predictable loss of productivity from a device becoming impeded or unusable?

Comments:

39. Considering the variable operating days and hours for City facilities, how does your MPS otherwise ensure productivity is protected from repetitive, excessive or unnecessary printer down time?

Comments:

40. Considering the variable operating days and hours for City facilities, how does your MPS otherwise ensure productivity is protected from repetitive, excessive or unnecessary printer down time?

Comments:

41. Does your MPS inform dispatched technicians of access requirements for secure facilities, such as "scheduled escorted access required"?

Comments:

42. Please indicate if you specify a Duty Cycle for print devices, and define this.

Comments:

43. Should your expression of interest include device model options, or specific device model recommendations, for the City's different device needs, please specify each device's maximum monthly and 6-month duty cycle (and maximum daily duty cycle for Production A3 MFPs), as well as the sound pressure level (dB) when printing.

Comments:

KPIs and Metrics

44. Please summarize your MPS' Key Performance Indicators, as they relate to forming a contract. For example, KPIs that measure client service, product performance, delivery and implementation, moves/adds/changes (MACD), and financial. Include definitions and proprietary calculations for any metrics you describe.

Comments:

Partnering with IT

The City intends to leverage an MPS provider, and its IT Division, to deliver and protect print-based productivity.

45. Considering the design of your MPS, which roles and responsibilities are owned by the MPS, owned by the City's IT Division, and owned by end users?

Comments:

46. Summarize your MPS' established workflows, as they relate to an end user and the City's IT Division representative obtaining (manually or automatically) service, support, maintenance, and repair. If any of your MPS's workflows are intrinsically designed to have an end user contact the MPS provider directly, the City is interested in understanding:
- d. The experience from the end user's perspective once the MPS provider has determined that fulfilling a need either requires the City's IT Division to own the case, or coordinated ownership between the MPS provider and the City IT Division is required.
 - e. How the City's IT Division is to be informed of in-progress and past cases that are exclusively managed by the MPS provider – for example asset details, problem details, status, time to resolution, end users acceptance of resolution, etcetera.
 - f. What integration, if any, exists to the City's service management platform (Service Now) to facilitate the above.

Comments:

47. For all MPS-managed device types, what is the defined escalation process for end users, and the City's IT Division?

Comments:

Consumable Management and Experience

48. The City intends to ensure that:
- consumables (assumed to include toner or ink, staples, and other user serviceable printer parts) are safe and easy to install and remove;
 - the per-facility delivery and storage of new, and disposition of spent, consumables, requires minimal space(s) to facilitate;

- throughout City facilities, employees responsible for receiving parcels can easily understand where or how a consumable is to be stored or who it should be directed to; users in need of a consumable can easily locate and identify the correct one.

Please describe how your processes ensure this.

Comments:

49. How does your MPS manage the full lifecycle of a consumable from the manual or auto-triggered order delivery to the destination and recipient(s), storage and identification of the consumable, installation requirements, and the return of spent consumables for recycling or responsible disposal?

Comments:

50. Does your MPS support facility-specific recipient needs for delivery? For example, to a single recipient at facility A for all printers at facility A; to multiple recipients at facility B for each recipient's respective printer(s) at facility B; and, to a single recipient at facility C for printers installed at various other facilities (D-J).

Comments:

51. What information is provided to parcel recipients to understand where a consumable is to be stored or who it should be directed to, and how end users are to locate and identify the right consumable for their printer? For example, indicate if the label can clearly include one or multiple details, such as a room name or floor within a facility, a recipient's full name, the device's 'friendly' print queue name (if it has to be tied to a specific device), etcetera.

Comments:

52. What consumables are end users expected to install themselves? Do any of these expose the end user to a risk of burn, lifting injury, and/or require the use of tools? If so, please indicate which one(s).

Comments:

53. Are any consumables excluded from being MPS-managed such that the end user is required to manually monitor and order them? If so, please indicate which one(s). Explain how an end user manages this to ensure they are replenished before the printer becomes unusable.

Comments:

Fireware

The City intends to ensure firmware versions are managed to maximize the stability and security of devices, while protecting the consistency of the user feature set and experience.

54. As new firmware versions are released throughout the term, what role does your MPS play in ensuring the firmware on print devices is standardized and managed across the fleet, whether at a device's initial deployment, later redeployment, and otherwise for all other in place devices?

Comments:

55. Are major and minor firmware updates able to be installed remotely and centrally?

Comments:

Change Control

The City intends to ensure new, replacement, and relocated print device installs are managed to minimize disruption to end users; that successor print devices are proactively evaluated to meet the established needs for that device type, selected, and made 'ready to deliver' before the predecessor is discontinued. Typically, the City does not have space to temporarily store print devices between delivery and installation, or between de-installation and pickup.

56. As device models reach end of life and are retired from your offering throughout the term, what role does your MPS play in ensuring the request for a new/replacement print device is not impacted? Also, how are delivery delays and the recommending of non-compliant successor equipment prevented?

Comments:

57. From order to completion, what role does your MPS play in the replacement of any managed print device, including physical, accessory, and software configurations?

Comments:

58. Whether as part of this selecting an MPS partner for this project, or as selecting successor print device during a contract term, are you able to deliver and configure print devices to the City so that business needs can be evaluated on site by City stakeholders? These include ease of use, ease of administration, performance, media compatibility, and sound levels.

Comments:

59. From order to completion, what role does your MPS play in the relocation of a print device? For example, an A3/A4 device that is moving to:
- a. the same building, on the same floor?
 - b. the same building, on a different floor?
 - c. a different building?

Comments:

60. What role does your MPS play in the secure disposition of print devices, their software configuration, and any content data (digital or printed) that may reside on or in them?

Comments:

Configuration

The City intends to ensure end users receive a managed, consistent feature set and user experience whether across different device models (model X vs. model Y), or across different profiles within a single model (model Z without a finisher, model Z with a finisher, model Z with fax enabled, model Z with pay-per-use public functionality, etcetera).

61. How do your print devices facilitate and simplify the management of consistent physical and software configurations?

Comments:

62. What role does your MPS play in facilitating efficient, uniform, and error free physical and software configuration management whether at initial deployment, or subsequent re-deployment or replacement?

Comments:

63. Can your devices suppress intervention messages from appearing on a printer for consumables and other interventions that are already managed automatically via monitoring and threshold triggering? For example “please order consumable X” is suppressed while “please replace consumable X” is not.

Comments:

Media Types and Management

The City intends to operate its printer fleet in alignment with the City's sustainability charter.

64. What paper content(s) and weight(s) are required to ensure reliable productivity across your different print device models when used in typical office environments?

Comments:

65. What paper content(s) and weight(s) are required to ensure reliable productivity across your different print device models when used in atypical environments considering the outlier Location Characteristics and Media Characteristics described above?

Comments:

66. Does your MPS provide insight beyond impression colour and count to include metrics like media type and/or size utilization, finishing option utilization, colour coverage, scan utilization, copy utilization, fax utilization, duplex utilization, from mobile device utilization, secure utilization, follow me utilization, and any others?

Comments:

Security and Privacy

The City's intent is to employ technologies, services, and practices that are in compliance with BC's Freedom of Information and Protection of Privacy Act (FIPPA).

67. How does your MPS ensure data collection for assessment, sustainment, and decision insight (e.g. asset details, metering, job accounting, diagnostic, telemetry, and other data) exchanged between

the City printer fleet (or other MPS devices) and your MPS data processing centre(s) protected from unauthorized access and use?

Comments:

68. Please state if and describe how:

- print device features or services that are cloud hosted or supported have been evaluated to comply with FIPP (for example, as part of a Privacy Impact Assessment (PIA));
- how your MPS's collection and storage of personal information has been evaluated to comply with FIPPA (for example, as part of a PIA).

Comments:

69. Do your print devices support Active Directory-integrated authentication, tied to an employee's proximity card?

Comments:

70. Beyond using authorization to grant or restrict access to 'end user' features such as scanning to email or releasing secure print jobs, do your print devices support authorization to grant or restrict access to 'management' features such as printing logs and reports, and 'administration' features such as configuring network settings?

Comments:

Experiences and Integrations

71. Is the MAC address of an ordered print device provided to the City's IT Division ahead of delivery so that Network Access Control and Reserved DHCP configurations can be configured ahead of installation?

Comments:

72. For Windows-based printing, do you provide V4 print drivers for your print devices? Are V3 print drivers available in 32-bit and 64-bit, Postscript and PCL, Global and Individual versions?

Comments:

73. Do you provide macOS print drivers for your print devices?

Comments:

74. If a 'follow me print'-type feature is supported, do your drivers expose all printing and finishing features across all of your print devices whether they are A3, A4, single-function, or multi-function?

Comments:

75. Do your drivers support end users 'printing to fax' directly from an application on their computer such as Microsoft Word or Adobe Acrobat?

Comments:

76. As capabilities and procedures change throughout the term, what role does your MPS play in helping current and future end users overcome the learning curve whether at initial deployment, subsequent re-deployment or replacement?

Comments:

77. Summarize if and how the scanning function on your multi-function print devices can integrate with an OpenText document repository.

Comments:

Insight and Reporting

Summarize if and how your MPS can assist the City in making data driven decisions to optimize the fleet, ease of use, and printer-based productivity? For example, by leveraging the MPS' analytics and reporting capabilities.

Other Information

78. What other information is not requested here but which you think the City should consider in evaluating your company?

Comments:

I/We confirm that this Submission is accurate and true to best of my/our knowledge.

This Submission is submitted this _____ day of _____, 201_.

I/We have the authority to bind the Respondent.

(Name of Respondent)

(Name of Respondent)

(Signature of Authorized Signatory)

(Signature of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

APPENDIX A

RELEVANT MANAGED PRINT SERVICES PROJECTS (in order of date) COMPLETED IN THE PAST FIVE (5) YEARS:

Attach additional pages, if necessary as follows (as applicable):

Ref. #1. Project Title and Date: _____ **Date:** _____

Project Description: _____

Location of Project: _____

Original Contract Value: \$ _____ Final Contract Value: \$ _____

Project Manager: _____ Superintendent: _____

Subcontract Value: \$ _____

Original Planned Completion Date: _____ Actual Completion Date: _____

Name of Contract Owner: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

Name of Consultant: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

Ref. #2. Project Title and Date: _____ **Date:** _____

Project Description: _____

Location of Project: _____

Original Contract Value: \$ _____ Final Contract Value: \$ _____

Project Manager: _____ Superintendent: _____

Subcontract Value: \$ _____

Original Planned Completion Date: _____ Actual Completion Date: _____

Name of Contract Owner: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

Name of Consultant: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

Ref. #3. Project Title and Date: _____ **Date:** _____

Project Description: _____

Location of Project: _____

Original Contract Value: \$ _____ Final Contract Value: \$ _____

Project Manager: _____ Superintendent: _____

Subcontract Value: \$ _____

Original Planned Completion Date: _____ Actual Completion Date: _____

Name of Contract Owner: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

Name of Consultant: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

APPENDIX B

RELEVANT MANAGED PRINT SERVICES PROJECTS (in order of date) UNDERWAY AS OF SUBMISSION DATE (in order of date):

Attach additional pages, if necessary as follows (as applicable):

Ref. #1. Project Title and Date: _____ **Date:** _____

Project Description: _____

Location of Project: _____

Original Contract Value (\$): _____ Subcontract Value (\$): _____

Project Manager: _____ Superintendent: _____

Scheduled Completion Date: _____ Percent (%) Completed: _____

Name of Contract Owner: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

E-Mail of Project Reference: _____

Name of Consultant: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

Ref. #2. Project Title and Date: _____ **Date:** _____

Project Description: _____

Location of Project: _____

Contract Value (\$): _____ Subcontract Value (\$): _____

Project Manager: _____ Superintendent: _____

Scheduled Completion Date: _____ Percent (%) Completed: _____

Name of Contract Owner: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

E-Mail of Project Reference: _____

Name of Consultant: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

Ref. #3. Project Title and Date: _____ **Date:** _____

Project Description: _____

Location of Project: _____

Contract Value (\$): _____ Subcontract Value (\$): _____

Project Manager: _____ Superintendent: _____

Scheduled Completion Date: _____ Percent (%) Completed: _____

Name of Contract Owner: _____

Refer To: _____

Telephone/Fax Numbers: **Phone:** _____ **Fax:** _____

Name of Consultant: _____

Refer To: _____