

City of Coquitlam

Request for Proposals

RFP No. 24-067

Digital Multifunction Copiers

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[PROPOSAL SUBMISSION FORM](#)

KEY DATES

RFP Issue Date	Friday, October 18, 2024
Deadline for Questions	2:00 PM (local time) Tuesday, November 5, 2024
Deadline for Issuing Addenda	Wednesday, November 6, 2024
Submission Deadline	2:00 PM (local time) Friday, November 8, 2024

SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 24-067 Digital Multifunction Copiers
Overview of the Opportunity	The City requests Proposals from experienced qualified Vendors to supply, deliver, install and service Digital Multifunction Copiers (MFDs) at various City locations including the in-house print shop as well as print management software to support these operations.
Instructions for Proposal Submission	Proposal submissions and Microsoft Excel appendices should be submitted in the original format (MS Word and MS Excel) and any other supporting documents are to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid 1. In the "Subject Field" enter: RFP Number and Name 2. Add files in .pdf format and Send (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.) Phone 604-927-3037 should assistance be required. The City reserves the right to accept Proposals received after the Closing Date and Time.
Obtaining RFP Documents	RFP Documents are available for download from the City of Coquitlam's website: https://www.coquitlam.ca/Bid-Opportunities Printing of RFP documents is the sole responsibility of the Proponents.
Instructions to Proponents	The guidelines for participation that will apply to this RFP are posted on the City's website: Instructions to Proponents
Questions	Send questions to: bid@coquitlam.ca referencing the RFP name and number.
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.
Terms and Conditions of Contract	The City's Digital Multifunction Copier Contract attached as Appendix B will apply to any Contract awarded resulting from this RFP.

DEFINITIONS

“Agreement” “Contract” means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the proposal submitted and will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“City” “Owner” means City of Coquitlam.

“Copiers” “MFD” means digital multifunctional network connected devices and equipment.

“ICT” “IT” means the City of Coquitlam Information, Communication and Technology Division.

“Price” means the amount that will be paid by the City to the Vendor for delivery and acceptance of goods and Services.

“Project Manager” means the City staff member appointed to coordinate the Work.

“Proponent” means responder to this Request for Proposals.

“Proposal” means the submission by the Proponent.

“Request for Proposals” “RFP” shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals.

“Services” “Work” “Works” means and includes the provision by the successful Proponent of all services, duties, and expectations as further described in this RFP. This will also mean the whole of the Work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Vendor.

“Shall” “Must” “Will” “Mandatory” means a requirement that must be met.

“Supply” “Provide” shall mean supply and pay for and provide and pay for.

“Vendor” “Contractor” means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Vendor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and supply of goods and Services.

1 INSTRUCTIONS TO PROPONENTS

1.1 Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hən̓q̓əmi̓n̓əm̓ (HUN-kuh-MEE-num) word kwikwə́ləm (kwee-KWET-lum) meaning “Red Fish Up the River”. The City is honoured to be located on the kwikwə́ləm traditional and ancestral lands, including those parts that were historically shared with the k̓íćə́y (kat-zee), and other Coast Salish Peoples.

1.2 Purpose

The City requests Proposals from experienced qualified Vendors to supply, deliver, install and service **Digital Multifunction Copiers (MFDs)** at various City locations including the in-house print shop as well as print management software to support these operations.

1.3 Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

1.4 Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are located: [Instructions to Proponents](#).

By submission of a Proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted.

The City will not be responsible for any delay or for any submission not received for any reason, including technological delays or issues by either party's network or email program, and the City will not be liable for any damages associated with submissions not received.

1.5 Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the Term of the Contract.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licences, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

1.6 Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them. The City may not consider any departures not stated in the Proponent's Proposal Submission.

1.7 Evaluation Criteria

The City uses Microsoft Word to aid the transfer of Proponents information to an evaluation document. Proposal Submission Form responses should provide direct answers or a concise summary of attachments. If attachments are required, ensure to provide a summary for each question then direct the City to the appropriate section within the attachments.

Lower scores may be recorded if Proposal Submission Forms are:

- Not in Microsoft Word
- Only answering questions with "see section x in attached document"
- Exceeding 75 pages

Evaluation Criteria of each proposal will be determined in accordance with the following:

Proposal Evaluation Summary	Maximum Points to be Awarded
Corporate	25
Sustainable Benefits and Social Responsibility	10
Technical	25
Financial	30
Demonstration	10
Total	100

The criteria for evaluation of the Proposals may include, but is not limited to:

Corporate Experience, Capacity and Resources

- Business and technical reputation and capabilities; experience, financial stability, capacity and resources
- Value added benefits
- References
- Sub-contractors
- Staff qualifications and experience
- Manufacturer Authorization
- Health and Safety

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation

- Social Responsibility

Technical

- Methodology, set-up and execution of the Work
- Quality Assurance program
- Security and risk factors
- Disposal and reuse
- Testing
- Ability to comply with the stated specifications and requirements
- Lead-time
- Equipment proposed
- Service Level Agreement (SLA) - include a sample SLA. Items that should be included in the SLA are:
 - Response time requirements and penalties
 - “Lemon” clause for any device with a high number of service calls
 - Specification for locally available parts (or next day drop ship)
 - Uptime of 98%
 - Penalties/Incentives to ensure SLA benchmarks

Financial

- Price

Demonstration and Interview

- Demonstrations of proposed solutions may be required from the top-ranked Proponents.
- The demonstration to assess functionality and ease of use will be evaluated and the results will be included in the overall scoring.
- Onsite interviews may be scheduled with top-ranked Proponents to further assess their qualifications, approach, and team capabilities.

These criteria will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

And, upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only

selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

Failure to respond to any questions, Incomplete Proposals or Proposals submitted on forms other than the Proposal Form may be rejected.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFP.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

1.8 Eligibility

For eligibility, and as a condition of award, the successful Proponent would be required to meet or provide the equivalent:

- a) Commercial General Liability (CGL) insurance \$5M coverage provided on the [City's Standard Insurance Form](#)
- b) Be registered and provide WorkSafeBC clearance
- c) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Purchase of Goods and Services](#)
- d) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

These items are not required as part of this Proposal Submission but will be required prior to entering into an agreement with the City for Services.

1.9 Term

The initial term of the Contract is five (5) years with the option to extend the Contract up to five (5) additional years, upon mutual agreement of the parties.

All new MFDs will be incorporated into the service contract at the time they are acquired and will expire at the same time at the end of the contract term.

1.10 Quantities

Quantities provided are based on actual usage and are provided as an estimated guideline of the City's requirements. The City does not guarantee any volume or quantities.

2 GENERAL CONDITIONS OF CONTRACT

2.1 Terms and Conditions of Contract

The City's [Standard Terms and Conditions - Purchase of Goods and Services](#), as published on the City's website, the Conditions listed in this RFP, along with the

accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

3 SCOPE OF SERVICES

3.1 Scope

The City is seeking Proposals for the replacement of its existing MFD fleet with a comprehensive solution that includes equipment, support, maintenance services, and supplies under a unified cost-per-copy operating model, covering service and consumables (excluding paper and staples). Additionally, the City requests Proposals from the same Vendor for a print management software solution and Managed Print Services.

Only top ranked Proponents will be invited to conduct site visits if necessary for their assessments. Top-ranked Propoents will also be asked to participate in interviews and demonstrations as part of the evaluation process see Section 1.7.

a) Supply MFD

The Vendor shall provide the City with an assessment of the current state of its fleet of Multi-Function Devices (MFDs), including those in the City's Printshop. Additionally, the Vendor to propose a cost-effective solution for replacing the fleet, including the Printshop devices, over the next five years. The replacement devices must be fully networked and capable of scanning, copying, printing, with an option for faxing.

- I. The assessment will include hardware evaluation, functionality and performance, network integration, cost efficiency, user experience, security vulnerabilities and compliance, ease of maintenance and support and scalability. This assessment will also include the requirement for fax services.
- II. The Vendor will supply, deliver, install, configure, repair and maintain the latest model of new digital MFDs to be fully operational in the City's environment to meet functional requirements.
- III. No discontinued, reconditioned, refurbished or re-manufactured equipment will be considered in any form.
- IV. Substitution of any equipment or consumables will not be accepted unless it conforms to the City specification and is equal or better in performance, durability, and value. A substitution must be authorized in writing by the City before it is provided by the Vendor.
- V. Trade in: Several of the listed photocopiers are available for trade-in. If the City accepts the Vendor's trade in proposal, the Vendor will be responsible for removing the equipment
- VI. List quantity of MFDs : See [Appendix A – Average Monthly Printouts \(B&W, Colour\)](#), some MFDs may not be included in the appendix but should be included as part of the assessment.

- VII. List estimated copies per month or year : see [Appendix A – Average Monthly Printouts \(B&W, Colour\)](#).
- VIII. The City reserves the right to split the award to two different vendors for the MFD's and Printshop if required.

b) Services

The Services include but are not limited to:

- I. Provide an assessment that will provide the City with options to lease, buy, or rent equipment. The City has a separate Printshop that will be included in the assessment. Provide a separate recommendation and costing for the City MFD Fleet and the Print shop.
- II. Develop an overall implementation plan in coordination with the City;
- III. Configure the MFDs to meet technical and functional requirements;
- IV. Supply, deliver, install and commission MFDs;
- V. Train City ICT staff, subject matter experts and the backup in each department, as necessary;
- VI. Supply and deliver all consumables (except paper and staples) direct to the printer site location;
- VII. Provide a Print Management Software Solution
 - i. User Management and Authentication
 - ii. Role Base Access Control
 - iii. Single Sign On Capability
 - iv. Usage Monitoring
 - v. Detailed Reporting
 - vi. Cost Allocation
 - vii. Real Time Monitoring
 - viii. Print Queue Management
 - ix. Print Policies and Rules Management
- b. Provide a Managed Print Services Solution
 - i. Device Management:
 - monitor, manage, and maintain all printing devices..
 - ii. Security Features:
 - Secure print release, user authentication, and data encryption. Compliance with relevant data protection regulations.
 - iii. Support and Maintenance
 - 24X7 Customer Support services , including response times and contact methods.
 - Ongoing responsive service, repair and maintenance as required;
 - MFD Software upgrades issued during the contract will be installed at no charge to the City;
 - Remove MFDs and consumables at time of replacement and at termination of contract. Proponents shall describe disposal

options for toner cartridges and Vendor initiatives that are intended to address sustainability, energy efficiency and the reduction of greenhouse gases;

- Reports, data and analysis annually or at various intervals as requested;
- Software upgrades will be installed and provided to the City at no charge as becomes available during the contract term.
- Provide integration services for network connection, application and driver certification and device relocation.

c) Support

Ongoing hardware service, support and maintenance will include:

- I. Toner replacement;
- II. Repair on-site within 24 hours;
- III. On-site routine service, cleaning, maintenance and training;
- IV. On-site repair and maintenance during regular business hours Monday to Friday 8:00 am to 5:00 pm for all components and system including parts and labour;
- V. Integration services for network connection, application and driver certification and device relocation;
- VI. Software and firmware upgrades;
- VII. Warranty, repair and replacement; break-and-fix coverage and warranty replacement;
- VIII. Total satisfaction guarantee; full replacement of any equipment for up to three years;
- IX. Vendor shall be responsible for all copies made during repair and maintenance servicing of the equipment.

d) Data Security

Data security and confidentiality is critical to the City. The MFD equipment shall have the following features and options:

- I. Ability to do confidential printing with password protection;
- II. Easy access for removal of hard drive for off-site service;
- III. Delete data information from the MFDs hard drive on a regularly scheduled basis with confirmation report for weekly /monthly data wipe; and
- IV. Ability to do colour printing based on user roles

e) Network Integration

- I. Standard network connectivity
- II. Active Directory integration
- III. Wi-Fi enabled (Wi-Fi 5 or newer)
- IV. Print Drivers for MS Windows, MACOS, tablets and smart phones.

f) Inventory Parts and Consumables

The Vendor will provide parts and consumable supplies management that may include but is not limited to:

- I. Deliver parts and consumable supplies that may be required to have on hand at each MFD location;
- II. Implement a consumable inventory management process as part of a Managed Print Services; that includes replenishment, disposal and recycling.
- III. Estimate City usage (based on 2023 usage):

Average Monthly Printouts	B&W	Colour
Jan	164,118	93,373
Feb	120,162	57,562
Mar	142,301	57,778
Apr	126,842	57,524
May	135,130	57,812
Jun	137,199	58,209
Jul	117,502	45,157
Aug	113,930	44,144
Sep	122,595	55,353
Oct	110,023	60,361
Nov	120,157	64,174
Dec	86,698	36,745
Total	1,496,657	688,192

Estimated Printshop usage (see [Appendix A – Average Monthly Printouts \(B&W, Colour\)](#) for Printshop plotter)

Average Printshop Monthly Printouts	B&W	Colour
Jan	15,799	19,349
Feb	55,965	44,852
Mar	28,782	33,029
Apr	9,221	18,821
May	87,417	63,367
Jun	50,503	29,649
Jul	23,857	30,235
Aug	13,742	50,004

Sep	43,874	39,297
Oct	13,476	24,080
Nov	20,485	49,349
Dec	16,249	25,010
Total	379,370	427,042

g) Finishing features

I. Basic Finishing Options

- Automatic Duplexing: The ability to print on both sides of a sheet without manual intervention.
- Collating: When printing multiple copies of a multi-page document, the printer should collate the pages in the correct order.
- Stapling: Automatically staple multi-page documents as they are printed.
- Hole Punching: Ability to punch holes in documents to prepare them for filing in binders.
- Folding: For specific printing needs like brochures, newsletters, and pamphlets, for the Printshop, machines are required to do a Z fold

II. Advanced Finishing Options (for High-Volume)

- Booklet Creation: The ability to print, fold, and staple sheets to create booklets.
- Binding: Some printers are capable of thermal binding or saddle-stitching.
- Trimming (nice to have): Cutting or trimming edges to ensure uniform document sizes.
- Perforating: For detachable sections, perforation features may be required (e.g., for tickets or coupons).

III. Paper Handling and Media Compatibility

- Wide Range of Paper Sizes: Must support a variety of paper sizes and formats, from letter size to large-format prints (e.g., A3, A2).
- High Paper Capacity: Especially for large print jobs, the printer should have multiple paper trays and a large paper feed capacity.
- Support for Specialty Media: Capability to handle thicker materials like card stock, labels, envelopes, glossy paper, etc.

IV. Finishing Quality Standards

- Color Accuracy: For professional use, color consistency and accuracy are critical.
- High Resolution: For high-quality prints, a resolution of 1200 DPI or more may be required.
- Finishing Speed: Ensuring that finishing operations (stapling,

folding, etc.) do not slow down printing speed significantly.

- Durability: Finished documents should withstand wear and tear, especially for brochures, booklets, or business presentations.

h) Strategic Analysis and Reporting

- I. Monitor usage and provide annual or trimester reports, or on demand as required of utilization of the MFDs through ongoing usage statistics and quality-of-service metrics (number of copies for both B & W and colour, number of errors, break-downs, and paper jams etc.).
- II. Provide a reporting dashboard to include canned reports that shows monthly reports by department, location, usage amounts and sustainability reports (e.g. saved trees)
- III. Provide the City the ability to create reports and dashboards
- IV. Assess and optimize device utilization to gain efficiencies through a recommended configuration/layout of devices.

i) Delivery and Installation

- I. Delivery of MFDs, parts and consumables shall be freight prepaid FOB to the various MFD locations in the City;
- II. The Vendor guarantees that the MFDs will be properly certified, installed, configured and commissioned to the City's satisfaction;
- III. The City will not be responsible for any delivery and shipping charges.
- IV. All packing material waste must be removed from the delivery site at each location.

j) Warranty

- I. The Vendor shall guarantee that equipment and products supplied, repair, services and replacement parts are free from defects and deficiencies for a minimum of five years, from the date of delivery.
- II. The Vendor shall provide total satisfaction guarantee; full replacement of any equipment that the City deems to require excessive repair or maintenance for up to three years. The determination of excessive repair or maintenance shall be at the sole discretion of the City, based on the equipment's performance and maintenance history.
- III. Refurbished equipment will not be accepted for warranty replacement.

k) Price

- I. Prices for equipment shall include all of the supply, delivery, installation, support, repair, maintenance and upgrade services.
- II. All consumables shall be included in the cost-per-copy rate (except paper and staples).

l) Contract Close & Removal

- I. At the end of final Term of the Contract, the Vendor is responsible for removal of equipment and consumables from City locations (if

- required) at no cost to the City;
- II. Remove, recycle, reuse or dispose, and transport surplus equipment, packaging and consumables in compliance with all applicable codes, legislation and regulations;
- III. For City-purchased MFDs, the Vendor will be given first consideration for buy- back or trade-in.

3.2 Manufacturer-Authorized

Contractor must be authorized by the manufacturer to sell and install equipment where such authorization is granted by the manufacturer. The relationship with the manufacturer must be direct and not indirect through a third party.

Appendix A - Average Monthly Printouts (B&W, Colour)

No	Material / Model Description	Physical Address	Average Monthly printouts (B&W)	Average Monthly printouts (Colour)
1	C3351	557 EMERSON ST	97	215
2	C458	201-3007 Glen Drive	3787	2191
3	BIZ4052	3000 Guildford Way	253	n/a
4	C558	1200 Cartier Ave	3597	1165
5	BIZ4050I	1200 Cartier Ave	717	n/a
6	BIZ4050	3501 DAVID AVE	566	n/a
7	C458	3rd floor 3007 Glen Drive	109	45
8	BIZ4050	500 Mariner Way	524	n/a
9	BIZ4050	500 Mariner Way	419	n/a
10	C308	500 Mariner Way	662	572
11	C458	500 Mariner Way	2294	997
12	C458	500 Mariner Way	4843	2374
13	C458	500 Mariner Way	220	118
14	C458	500 Mariner Way	941	422
15	C458	500 Mariner Way	821	1342
16	C458	500 Mariner Way	2306	1637
17	BIZ4000P	775 Mariner Way	13	n/a
18	C3851FS	621 Robinson	1342	37
19	C558	1210 Pinetree	5496	1400
20	BIZ4050	1655 Winslow	952	n/a
21	C458	1655 Winslow	3655	941
22	BIZ4050	1250 Pipeline Rd.	271	n/a
23	C458	1200 Glen Pine Court	6794	1613
24	C458	1207 Pinetree Way	45	5
25	C558	1260 Pinetree Way	3252	1195
26	BIZ4050I	1260 Pinetree Way	421	n/a
27	C308	640 Poirier St.	2643	1062
28	C3351	640 Poirier St.	65	7
29	C458	633 Poirier St	1712	941
30	C458	633 Poirier St	3870	1087
31	BIZ458	633 Poirier St	2077	n/a
32	BIZ4000P	633 Poirier St	41	n/a
33	C458	1300 Pinetree Way	1604	1599
34	C458	1300 Pinetree Way	1976	2194
35	C458	1300 Pinetree Way	1800	1409
36	C458	630 Poirier St	4167	1159
37	C368	1059 Ridgeway	133	242

38	BIZ4050	3000 Guildford Way	49	n/a
39	BIZ4050	3000 Guildford Way	115	n/a
40	C308	3000 Guildford Way	2308	1640
41	C308	3000 Guildford Way	545	641
42	C308	3000 Guildford Way	230	51
43	C458	3000 Guildford Way	1331	621
44	C458	3000 Guildford Way	837	1090
45	C458	3000 Guildford Way	1042	1561
46	C458	3000 Guildford Way	1845	847
47	C558	3000 Guildford Way	5911	1654
48	C558	3000 Guildford Way	3787	2357
49	C558	3000 Guildford Way	1042	1441
50	C558	3000 Guildford Way	5352	4657
51	C558	3000 Guildford Way	7884	4437
52	C558	3000 Guildford Way	9699	2024
53	C558	3000 Guildford Way	6919	1527
54	C558	3000 Guildford Way	4481	3075
55	BIZ4052	3000 Guildford Way	192	n/a
56	BIZ4052	3000 Guildford Way	253	n/a
57	C658	3000 Guildford Way	4149	2215
58	C658	3000 Guildford Way	3469	624
59	C3320I	3000 Guildford Way	247	148

Printshop

No	<u>Material / Model Description</u>	<u>Physical Address</u>	<u>Average Monthly printouts (B&W)</u>	<u>Average Monthly printouts (Color)</u>
1	BIZHUB PRESS 1250 (black and white printer)	3000 Guildford Way	19,865	0
2	ACCURIO PRESS C2070	3000 Guildford Way	6,187	23,197
3	ACCURIO PRESS C2070	3000 Guildford Way	5,563	12,389
4	HP DESIGNJET Z5600 POSTSCRIPT	3000 Guildford Way	See below	See below

Printshop plotter - HP DESIGNJET Z5600 POSTSCRIPT

Row Labels	Sum of Copies	Sum of Ink used ml	Sum of Paper usage m²
Jan	66	191.347	41.9864
Feb	43	157.372	34.3204
Mar	44	168.287	41.495
Apr	38	89.428	25.2104
May	49	115.837	30.5373
Jun	45	117.19	41.5554
Jul	33	76.221	21.4344
Aug	33	118.711	26.707
Sep	36	111.608	24.1505
Oct	29	86.264	19.6654
Nov	28	84.944	20.2412
Dec	17	54.858	20.2879
Grand Total	461	4116.201	347.5913

APPENDIX B

City of Coquitlam
Contract No. 23-081

DIGITAL MULTIFUNCTION COPIER CONTRACT

(DRAFT)

BETWEEN: The City of Coquitlam (the "City")
3000 Guildford Way
Coquitlam, BC
V3B 7N2

AND: [Vendor's Name] (the "Vendor")
[Vendor's address]

THIS AGREEMENT WITNESSES that the City agrees to retain the Vendor to furnish certain consulting services, and the Vendor agrees to furnish the **Digital Multifunction Copier** equipment and services under the terms and conditions as follows:

1.0 "Contract Documents" means the following documents:

- 1.1 (1) the Agreement: Section 01000
- (2) the Schedule of Services, Rates and Charges: Section 01200
- (3) the General Conditions: Section 01400
- (4) City of Coquitlam RFP No. 17-01-08
- (4) **[any other documentation eg. RFP, Vendor's proposal, etc];**

1.2 The Contract Documents shall form part of this Agreement as though recited in full.

1.3 In the event of discrepancies, inconsistencies or ambiguities in provisions of the Contract Documents, the provisions of the document that first appears on the list in Clause 1.1 shall take precedence and govern over the provisions of a document subsequently appearing on the list.

2.0 Services To Be Performed And Period Of Service:

2.1 The Vendor shall provide **Digital Multifunction Copiers** equipment and consumable supplies in accordance with (the "Services").

2.2 The Vendor shall perform and complete the Services with care, skill, due diligence and efficiency.

2.3 The Term of this Agreement will commence on **[date]** and will expire on **[date]**, unless otherwise extended or terminated by the parties.

3.0 Agreement Amount:

3.1 Subject to the terms and conditions of this Agreement and in consideration for the satisfactory performance of the Services, the City shall pay to the Vendor for the Equipment and Services provided as outlined in Section 01200 Schedule of, Rates and Charges.

3.2 Where progress payments are required the Vendor shall be paid on the basis of monthly progress billings for services performed and invoices approved by the City, all in accordance with Clause 18 of Section 01400.

3.3 The Agreement amount stated in Clause 3.1 does not include any applicable taxes, which are to be shown separately on all invoices submitted by the Vendor.

4.0 Time Of The Essence:

4.1 Time shall be of the essence in the performance of the Services.

5.0 Entire Agreement:

5.1 When duly executed by authorized officers of both parties, this Agreement constitutes the entire Digital Multifunction Copier Agreement between the parties with respect to the subject matter hereof.

6.0 Amendment:

6.1 The Contract Documents shall not be amended except as specifically agreed to in writing by both the City and the Vendor.

7.0 Contract Administrator:

7.1 For the purposes of this Agreement, the City designates as its Contract Administrator:

[name, address, telephone, fax]

7.2 For the purposes of this Agreement, the Vendor designates as its Contract Administrator:

[name, address, telephone, fax]

8.0 Inurement:

8.1 This Agreement shall inure to the benefit of and be binding upon the City and the Vendor and their respective heirs, executors, legal representatives, administrators, successors and permitted assigns.

AGREED:

SIGNED on behalf of the City:

Authorized Signatory

Name & Title

Date

Authorized Signatory

Name & Title

Date

SIGNED on behalf of the Vendor:

Authorized Signatory

Name & Title

Date

Authorized Signatory

Name & Title

Date

1.0 Scope of Services:

RFP No. 24-067

2.0 Deliverables, Tasks, Milestones, Timelines:

As per RFP No. 24-067

3.0 Fees and Rates:

As per Proposal Submission submitted in response RFP No. 24-067 Digital Multifunction Copiers.

1.0 DEFINITIONS:

In this Agreement

- 1.1 "Agreement" means the agreement set out in Section 01000.
- 1.2 "Contract Administrator" has the meaning in Section 01000 Clause 7.0.
- 1.3 "Services" has the meaning set out in Section 01000 Clause 2.1, and
- 1.4 "Subcontractors" means the independent Vendors, associates and subcontractors retained by the Vendor to assist in the performance of the Services.

2.0 ASSIGNMENT:

- 2.1 The Vendor shall not assign the Agreement, in whole or in part, or any payments due or to become due under the Agreement, without the express written consent of the City.

3.0 STANDARD OF CARE AND QUALIFICATIONS:

- 3.1 The Vendor shall exercise the same degree of care, skill and diligence in the performance of the Services as is ordinarily possessed and exercised by Vendors experienced in providing such Services. The Vendor acknowledges that its qualifications and experience were a major factor in the selection of the Vendor for the work set out in this Agreement.
- 3.2 Without limiting any other remedy which the City may have, the Vendor at its sole cost upon written request of the City shall rectify any of the Services which have not been performed in accordance with the care, skill and diligence set out in Clause 3.1 or which have otherwise not been performed in accordance with the terms of this Agreement and in addition the Vendor shall do all such things that may be reasonably required by the City to satisfy the City that the Services have been duly rectified or performed in accordance with the terms of this Agreement.
- 3.3 The Vendor shall be responsible for the degree of care, skill and diligence exercised by any Subcontractors and for selecting Subcontractors having the appropriate qualifications and experience to provide that portion of Services to be provided by such Subcontractors.

4.0 CONFIDENTIALITY:

- 4.1 Definition of Confidential Information. In this Agreement, "Confidential Information" means all information and data disclosed orally, in writing or electronically, by one party to the other party on a confidential basis including, without limitation, all such information and data relating to the structure, personnel, and operations of the disclosing party, including financial, planning, marketing, advertising and commercial information and strategies; employee, supplier and customer information and data; contractual agreements, records and correspondence; computer programs, computer-related data and databases; trade secrets, inventions, designs, methods, processes and

know-how; and items provided or disclosed to a party by third parties under an obligation of confidentiality.

4.2 **Obligation of Confidentiality.** It is contemplated that in the course of the performance of this Agreement each party may, from time to time, disclose its Confidential Information to the other party. During the term of this Agreement and for a period of five (5) years thereafter, subject to Clause 4.3 and 4.4, each party agrees:

- (a) to keep and use in strict confidence all Confidential Information of the other party that it acquires, sees, or is informed of, as a direct or indirect consequence of this Agreement and to not, without the prior written consent of the other party, disclose any such Confidential Information; and
- (b) not to use, copy, duplicate or reproduce, either directly or indirectly, any of the Confidential Information of the other party or any recollections thereof for any purpose other than for the performance of its obligations under this Agreement, without the other party's prior written approval.

4.3 **Freedom of Information and Protection of Privacy Act.** The Vendor acknowledges and agrees that any Confidential Information disclosed by it to the City under this Agreement may be subject to disclosure under the *Freedom of Information and Protection of Privacy Act*, as amended from time to time (in this Clause, the "Act").

4.4 **Designation of Confidential Information.** The Vendor acknowledges that the Act provides an exemption from disclosure for information as specified in Section 21 of the Act. Accordingly, if any information supplied to the City fits within Section 21 of the Act, the Vendor must specifically advise the City and request the City not to disclose that information.

4.5 **Return of Confidential Information.** Upon expiration or earlier termination of this Agreement, each party shall promptly cease all use of the Confidential Information of the other party and upon written request will return all Confidential Information. This obligation shall not apply to any Confidential Information of the Vendor required by the City to make use of any work product under this Agreement.

5.0 **CITY'S RESPONSIBILITIES:**

5.1 The City shall provide timely support, guidance, direction, instruction, acceptances, decisions and information as the Contract Administrators agree necessary or appropriate under this Agreement.

6.0 **INDEMNITY:**

6.1 Notwithstanding the provision of insurance coverage by the City, the Vendor hereby agrees to indemnify and save harmless the City and its successor(s), assign(s) and authorized representative(s) (the "Indemnified Parties") and each of them from and against losses, claims, damages, actions, and causes of action, (collectively referred to as "Claims") that the City may sustain, incur, suffer or be put to at any time either before or after the expiration or termination of this Agreement, that arise out of errors, omissions or negligent acts of the Vendor or its Sub-Vendor(s), servant(s),

agent(s) or employees(s) under this Agreement, excepting always that this indemnity does not apply to the extent, if any, to which the Claims are caused by errors, omissions or the negligent acts of the City, its other Vendor(s), assign(s) and authorized representative(s) or any other persons.

6.2 The terms and conditions of Clause 6.1 shall survive notwithstanding the completion of all Services and the obligations and duties under this Agreement and the termination for any reason whatsoever of this Agreement.

6.3 The indemnity provided in Clause 6.1 by the Vendor to the Indemnified Parties shall not in any way be limited or restricted by the insurance set out in Clause 11 or by limitations on the amount or type of damages, compensation or benefits payable under the Workers' Compensation Act or any other similar statute.

7.0 NO WAIVER:

7.1 No action or failure to act by the City shall constitute a waiver of any right or duty under the Agreement, or constitute an approval or acquiescence in any breach there under, except as may be specifically agreed in writing by the City.

8.0 VENDOR STATUS:

8.1 This is an agreement for the performance of Services and the Vendor is engaged under the Agreement as an independent Vendor for the sole purpose of providing the Services. Neither the Vendor nor any of the Vendor's personnel is engaged by the Agreement as an employee, servant or agent of the City.

8.2 It is understood and agreed that the Vendor will act as an independent Vendor and that it is entitled to no other benefits or payments whatsoever other than those specified in the Agreement and Section 01200 Schedule of Rates and Charges.

9.0 DOCUMENTATION, PATENT AND COPYRIGHT:

9.1 **Title.** The title, property rights and ownership in and to all present and future materials, reports and information produced or prepared by the Vendor pursuant to this Agreement including but not limited to plans, drawings, specifications, computer discs, listings, computer software and any other material or physical item on which information is stored shall vest in the City without any payment by the City therefor.

9.2 **Patent and Copyright.** The title, property rights and ownership in and to all copyright in all present and future computer programs and software, and the title, property rights and ownership in and to all patent rights in any invention developed during the course of or out of providing the Services shall vest in the City without any payment by the City.

9.3 **Further Assurances.** The Vendor shall upon request by the City, do all such things and execute and deliver to the City all such documents and instruments as the City shall reasonably require in order to vest title, property rights and ownership in the City as provided in Clause 9.1 and 9.2 and the Vendor shall execute and deliver all such assignments, documents and instruments as may, in the City's opinion, be necessary

or desirable for the application or the issuance of any patents, designs or the registration of any copyright.

10. NOTICES:

10.1 Where in the Agreement any notice, request, direction, or other communication is required to be given or made by either party, it shall be in writing and is effective if delivered in person, sent by registered mail, or by facsimile addressed to the party for whom it is intended at the address specified in Clause 7 of the Form of Agreement. Any notice, request, direction or other communication shall be deemed to have been given if by registered mail, when the postal receipt is acknowledged by the other party; by facsimile when transmitted. The address of either party may be changed by notice in the manner set out in this provision.

11.0 WORKERS' COMPENSATION, INSURANCE AND BUSINESS LICENCE:

11.1 Workers' Compensation Board (WCB) Requirements

11.1.1 The Vendor agrees that it shall at its own expense procure and carry or cause to be procured and carried and paid for, full Workers' Compensation Board coverage for itself and all workers, employees, servants and others engaged in or upon any work or service which is the subject of this Agreement. The Vendor agrees that the City has the unfettered right to set off the amount of the unpaid premiums and assessments for such Workers' Compensation Board coverage against any monies owing by the City to the Vendor. The City shall have the right to withhold payment under this Agreement until the Workers' Compensation Board premiums, assessments or penalties in respect of work done or service performed in fulfilling this Agreement had been paid in full.

11.1.2 The Vendor shall provide the City with their Workers' Compensation Board registration number and a "Clearance Letter" from WorkSafeBC confirming that they are registered and in good standing with the Workers' Compensation Board and that all assessments have been paid to the date.

11.1.3 The Vendor shall indemnify the City and hold them harmless from all manner of claims, demands, costs, losses, penalties and proceedings arising out of or in any way related to unpaid Workers' Compensation Board assessments owing from any person or corporation engaged in the performance of this Agreement or arising out of or in any way related to the failure to observe safety rules, regulations and practices of the Workers' Compensation Board, including penalties levied by the Workers' Compensation Board.

11.2 Insurance to be provided by the Vendor

11.2.1 The Vendor shall provide, maintain and pay for the following insurance:

(a) Commercial General Liability Insurance

Commercial General Liability Insurance providing third party bodily injury and property damage coverage in an amount of not less than **\$2,000,000**.

per occurrence, indicating that the City is an additional insured and containing a cross liability and/or severability of interest clause protecting each insured to the same extent as if they were separately insured.

The Policy shall contain a clause providing that the City will receive 30 days' notice of cancellation or of any material change in coverage that will reduce the extent of coverage provided to the City. The certificate will also indicate that the policy contains non-owned automobile liability and contractual liability coverage. The insurance policy will be in a form and with a company that is, in all respects, acceptable to the City.

(b) Automobile Liability Insurance

Automobile liability insurance with respect to owned and leased automobiles used directly or indirectly in the performance of the Services covering liability for bodily injury, death and damage to property with a limit of not less than \$2,000,000. inclusive for each and every loss.

(c) Vendor Equipment Insurance

"All risks" equipment insurance covering owned and non-owned machinery and equipment used by the Vendor for the performance of the Services to its full replacement value.

11.2.2 Prior to commencing any work the Vendor shall provide to the City certificates of insurance that shall include a provision that such insurance shall not be cancelled or modified without at least 30 days written notice to the City.

11.3 City of Coquitlam Business Licence

11.3.1 Where the head office of the Vendor is located within the City of Coquitlam and/or where the Vendor is required to perform any work at a site within the City of Coquitlam, the Vendor shall have a valid City of Coquitlam business license throughout the duration of the Agreement.

12.0 DELAY IN PERFORMANCE:

12.1 Neither the City nor the Vendor shall be deemed to be in default of this Agreement for delays in performance caused by circumstances beyond the reasonable control of the non-performing party. For purposes of this Agreement, such circumstances include, but are not limited to abnormal weather conditions, flood, earthquake, fire, epidemic, war, riot and other civil disturbance, strike, lockout, and other labour disturbances, sabotage, judicial restraint and inability to procure permits, licenses or authorizations from any local, provincial or federal agency for any of the supplies, materials, accesses or services required to be provided by either the City or the Vendor under this Agreement. If any such circumstances occur, the non-performing party shall, as soon as possible after being prevented from performing, give written notice to the other party describing the circumstances preventing continued performance and the efforts being made to resume performance of this Agreement.

13.0 SEVERABILITY:

13.1 The invalidity, illegality or unenforceability of any provision of this Agreement or the occurrence of any event rendering any portion or provision of this Agreement void shall in no way affect the validity or enforceability of any other portion or provision of this Agreement. Any void portion or provision shall be deemed severed from this Agreement and the balance of this Agreement shall be construed and enforced as if this Agreement did not contain the particular portion or provision held to be void.

14.0 CONFLICT OF INTEREST:

14.1 The Vendor declares that the Vendor has no pecuniary interest in the business of any third party that would cause a conflict of interest or be seen to cause a conflict of interest in carrying out the Services. Should such an interest be acquired during the term of the Agreement, the Vendor shall declare it immediately in writing to the City. If the Vendor does declare a conflict of interest the City may direct the Vendor to resolve the conflict of interest to the City's satisfaction and the Vendor shall do so.

15.0 GOVERNING LAW:

15.1 The Agreement shall be construed under and according to the laws of the Province of British Columbia and subject to an agreement to refer a dispute to arbitration under Clause 16, the parties agree to irrevocably attorn to the jurisdiction of the Courts of the Province of British Columbia.

16.0 DISPUTE RESOLUTION:

16.1 All claims, disputes or issues in dispute between the City and the Vendor shall be decided by arbitration if the parties agree, or failing agreement, in a Court of competent jurisdiction within the Province of British Columbia and be governed by the laws of British Columbia.

16.2 In the event that the parties agree to arbitration, pursuant to Clause 16.1, the arbitration shall be governed by the rules of the British Columbia International Commercial Arbitration Centre, except that the arbitrator or arbitrators shall be agreed upon by the parties, and failing agreement by the parties, shall be appointed by a Court of competent jurisdiction within the metro Vancouver area in the Province of British Columbia.

16.3 In the event that the parties agree to arbitration, the arbitration shall take place in Vancouver, British Columbia and be governed by the laws of British Columbia.

16.4 The procedure set out in this Clause 16 is not meant to preclude or discourage informal resolution of disagreements between the City and the Vendor.

17.0 TERMINATION:

Termination for Default

17.1 The City may terminate the Agreement if the Vendor at any time becomes bankrupt, makes an assignment of his property for the benefit of his creditors, or if a receiver or

liquidator should be appointed. Such termination shall be effective upon the City giving written notice thereof.

- 17.2 The City may terminate the Agreement in whole or in part in writing if the Vendor defaults in the fulfilment of any or all of its obligations under this Agreement provided that, except in the case where the City acting reasonably deems it impractical, the Vendor shall be entitled to cure the default within 10 days of receipt of written notice from the City. Failure to cure the default within the 10-day period or as mutually extended by agreement between the City and the Vendor, shall entitle the City to terminate this Agreement immediately.
- 17.3 If the City terminates the Agreement under Clause 17.1 or 17.2, upon receipt of written notice of termination, the Vendor shall discontinue providing the Services in accordance with the notice and within the period of time set out in the notice deliver to the City all drafts, reports, drawings, plans, specifications, computer discs, software and all other information and materials relating to the Services.

Termination without Default

- 17.4 Notwithstanding the provision of Clause 17.1 or 17.2, the City shall be entitled at any time during the Agreement to terminate this Agreement upon thirty (30) days written notice to the Vendor. Upon receipt of written notice of termination, the Vendor shall discontinue providing the Services in accordance with the notice and within the period of time set out in the notice deliver to the City all drafts, reports, drawings, plans, specifications, computer discs, software and all other information and materials relating to the Services.
- 17.5 Upon termination under Clause 17.4, the City shall pay to the Vendor in accordance with Section 01200 for the Services provided to the date of termination together with the actual and reasonable out-of-pocket expenses directly and necessarily incurred by the Vendor as a result of the termination. The Vendor may not claim loss of profit on the balance of the Services not fulfilled because of the termination.

18.0 PAYMENT:

- 18.1 The Vendor shall submit invoices to the City in PDF format sent by email to: apinvoices@coquitlam.ca for Services performed monthly (the "billing period") during which the Services are performed under this Agreement; such invoices to be submitted as soon as practicable after each billing period.
- 18.2 The invoice submitted for each billing period shall be clearly itemized to show the PO number, amount of work performed, the billing rates, the reimbursable expenses and the costs incurred to employ any Subcontractors. The Vendor shall also provide to the City upon written request such receipts, bills, invoices or other evidence in support of each invoice for a billing period as the City shall request.
- 18.3 Except for the amounts which the City in good faith is disputing and except for any set off which the City may claim and except for invoices (or portions of invoices) in respect of which the City has requested and not received supporting evidence under Clause

18.2, the City shall pay invoices submitted to it for the Services within 30 days of receipt thereof.

- 18.4 The Vendor shall keep and shall cause any Subcontractors to keep books, records, documents and other evidence relevant to the provision of the Services in accordance with generally accepted accounting principles and practices consistently applied. The City or any of its duly authorized representatives shall for the purpose of audit and examination have access to and be permitted to inspect such books, records, documents and any other evidence for inspection, copying and audit for a period of three years after the termination, for any reason, of this Agreement.

19.0 SUBCONTRACTORS:

- 19.1 Upon written approval by the City, the Vendor may retain Subcontractors to assist in the performance of the Services provided that, where appropriate, the terms of this Agreement shall apply to the Subcontractors and provided that the Vendor shall be wholly responsible for the professional standards, performance and all actions of the Subcontractors. The City may request a copy of Terms and Conditions entered into by the Vendor with any subcontractor and the Vendor shall comply. The Vendor shall only employ Subcontractors having the appropriate standards, qualifications and experience in their respective areas of expertise.

20.0 EXTRA WORK:

- 20.1 Extra Work means the furnishing of services not directly or by implication called for in the Agreement. If the City requires extra work it may do so by itself or by the employment of others or it may direct the Vendor to do the extra work by issuance of a written direction. The Vendor shall perform any extra work at the rates provided for in Section 01200.

21.0 WORK AND SERVICES OMITTED:

- 21.1 Upon receipt of written direction from the City, the Vendor shall omit Services to be performed under the Agreement. The Vendor shall have no claim against the City for loss associated with any omitted Services.

22.0 THIRD PARTY RIGHTS:

- 22.1 Nothing in this Agreement shall be construed to give any rights or benefits to anyone other than the City and the Vendor.

23.0 CHANGES TO SCOPE OF SERVICES:

The City may at any time vary the scope of work to be provided by the Vendor as part of the Services. In that case and where this Agreement contains a limit or limits in Clause 3.0 (Agreement Amount) of Section 01000 (FORM OF AGREEMENT) as to the maximum fees and disbursements to be paid to the Vendor for all or any part of the Services, such limit or limits shall be adjusted as agreed to by both parties in writing and failing agreement, as reasonably determined by the City. Should the Vendor consider that any request or instruction from the City constitutes a change in the scope

of the work, the Vendor shall so advise the City within ten (10) days in writing. Without said written advice within the time period specified, the City shall not be obligated to make any payments of additional fees to the Vendor.

24.0 NON-RESIDENT WITHHOLDING TAX:

24.1 If the Vendor is, at any time, a non-resident of Canada, within the meaning of the *Income Tax Act* of Canada as amended, then, and the Vendor hereby so agrees, the City may deduct from all monies payable under this Agreement and remit to the Receiver-General of Canada, the Government of Canada or Canada Revenue Agency, Taxation sums not greater than the greater of:

24.1.1 Fifteen percent (15%) of all monies payable under this Agreement; and

24.1.2 sums required to be withheld and remitted by the *Income Tax Act* of Canada as amended.

24.2 The City will receive full credit under this Agreement for monies withheld as of and from the date of the withholding (regardless of when or whether remitted) and no interest will be payable by the City on sums withheld, not remitted as aforesaid, and later paid directly to the Contractor.

24.3 Exemption from this withholding tax is available in some circumstances, but the Vendor must apply directly to the Canada Revenue Agency (CRA) at least thirty (30) days prior to commencing services for a "Certificate of Exemption".



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 24-067

Digital Multifunction Copiers

Proposals will be received as per date and time in [Key Dates Section](#)

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid. **Proposals must not exceed 75 pages.**

1. In the "Subject Field" enter: RFP Number and Name

2. Add files in .pdf format and "Send"

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Proponents are responsible to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

Legal Name of Company	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1. DEPARTURES AND AWARD

a) **CONTRACT** - I/We have reviewed the City's [Standard Terms and Conditions - Purchase of Goods and Services](#) and would be prepared to enter into in an agreement that incorporates the City's Standard Terms and Conditions, amended by the following departures (list, if any):

Section	Requested Departure(s) / Alternative(s)

b) **SERVICES** - I/We have reviewed the Scope of Services as described in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any):

Requirements – Requested Departure(s) / Alternate(s) / Addition(s)

c) **AWARD** - For eligibility of award, the City requires the successful Proponent to complete and have the following in place before providing the Goods and Services. **Section 1c items are not required as part of this Proposal but may be required prior to entering into an agreement with the City.**

i. WCB - WorkSafe BC coverage in goodstanding and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided:	WCB Registration Number:
ii. Insurance – Provide Insurance coverage as per the City's Standard Insurance Form	
iii. Vendor Info - Complete and return the City's Vendor Profile and Electronic Funds Transfer Application (PDF)	
iv. Business License - A City of Coquitlam or Tri Cities Intermunicipal Business License	
v. Contract – Acceptance of the City Contract using Appendix B - Digital Multifunction Copier Contract	

As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):

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2. CORPORATE

a) CAPABILITIES, CAPACITY AND RESOURCES - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):	
i.	Structure of the Proponent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.):
ii.	Proponent is to state relevant experience and qualifications as to the Services requested in the RFP:
iii.	Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:
iv.	Proponent is describe their capabilities, resources and capacities, as relevant to the Services requested in the RFP: This includes their capacity to take on this project in regards to other work the Proponent may have ongoing:

b) REFERENCES - Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):	
Reference No. 1	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:

	Phone Number:
	Email Address:

Reference No. 2	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 3	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

c) KEY PERSONNEL – Proponent proposes the following key personnel for the Services stated in the RFP. No changes, additions or deletions are to be made to these Key Personnel without the City’s written approval. (use the spaces provided and/or attach additional pages, if necessary)

LINE ITEM	NAME	TITLE/POSITION	EXPERIENCE AND QUALIFICATIONS	YEARS WITH YOUR ORGANIZATION
i.				
ii.				
iii.				

d) MANUFACTURE AUTHORIZATION - Provide as an attachment a letter from manufacturer that you are an authorized dealer to sell and install:

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e) SUB-CONTRACTORS - The following Sub-contractors will be utilized in provision of the Services and will comply with all the terms and conditions of this RFP. No changes, additions or deletions are to be made to these subcontractors without the City's written approval:

Sub-Contractor No. 1	
Legal Name	
Trade/Services Performed	
Background and Experience	
Contact Information	Name:
	Phone Number:
	Email Address:

Sub-Contractor No. 2	
Legal Name	
Trade/Services Performed	
Background and Experience	
Contact Information	Name:
	Phone Number:
	Email Address:

f) HEALTH AND SAFETY

I. Confirm the Proponent has a written safety program in place that meets the requirements of WorkSafeBC?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
II. Is your company COR (Certificate of Recognition) certified with respect to WorkSafeBC?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No

3. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

<p>I. Describe all initiatives, policies, programs and product choices that illustrate your firm’s efforts towards sustainable practices and environment responsibility in providing the services that would benefit the City</p>
<p>II. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups:</p>
<p>III. What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises or Indigenous owned businesses:</p>
<p>IV. What policies does your organization have to support reconciliation with indigenous peoples:</p>

4. TECHNICAL

a) APPROACH and METHODOLOGY Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the Work.
I. Delivery, Set-Up and Execution - Proposals should address the plan for the delivery, set up and execution of the Work; as well as the disposal, recycle or reuse for the surplus materials. Include any safety and pedestrian control measures.
II. Security and Risk Factors - Describe the risk factors anticipated and how the Proponent intends to mitigate these.
III. Equipment Proposed (attach additional information if required)
IV. Disposal and Recycling -: Provide details on all disposal and recycling of equipment.
V. Test - How will perform the tests after installation

b) State lead time for proposed items:

c) RESPONSE TIME: Indicate Response time in hours for Emergency & non-Emergency Call outs:	
Emergency Call Out:	
Non-Emergency Call Out:	

d) SLA - Provide as an attachment Vendor SLA agreement	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If no state why	

5. FINANCIAL

a) PRICE - Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST): Add more lines or provide as an attach additional details and price for equipment proposing.			
ITEM	SCOPE OF WORK	Unit of Measure	PRICE (exclude GST)
i.	Assessment	Lot	\$
ii.	Equipment (buy or lease) State:	Each	\$
iii.	Deployment	Each	\$
iv.	Trade-Ins	Each	\$
v.	Disposal	Each	\$
vi.	Training	Lot	\$
vii.	Other not Listed:		\$
viii.	Other not Listed:		\$
Total			\$

Attention Purchasing Manager:

6. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City’s website www.coquitlam.ca/Bid-Opportunities, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services; submit this Proposal in response to the RFP.
7. **I/We** agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, agree to the City’s [Standard Terms and Conditions - Purchase of Goods and Services](#) and will accept the City’s Contract as defined within this RFP document.
8. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

Addendum No.	Date Issued

This Proposal is submitted this ___ day of _____, 20____.

I/We have the authority to sign on behalf of the Proponent and have duly read all documents.

Legal Name of Company	
Signature(s) of Authorized Signatory(ies)	1.
	2.
Print Name(s) and Position(s) of Authorized Signatory(ies)	1.
	2.