

City of Coquitlam

Request for Proposals

RFP No. 24-082

Printing and Copying Services

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[PROPOSAL SUBMISSION FORM](#)

KEY DATES

RFP Issue Date	Wednesday, November 6, 2024
Deadline for Questions	2:00 PM (local time) Friday, November 22, 2024
Deadline for Issuing Addenda	Monday, November 25, 2024
Submission Deadline	2:00 PM (local time) Wednesday, November 27, 2024

SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 24-082 Printing and Copying Services
Overview of the Opportunity	The City requests Proposals from experienced qualified firms to provide Printing and Copying Services , on a “as needed and when requested” basis.
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 1. In the “Subject Field” enter: RFP Number and Name 2. Add files and “Send Files” (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.
Questions	Send questions to: bid@coquitlam.ca referencing the RFP name and number.
Instructions to Proponents	The guidelines for participation that will apply to this RFP are posted on the City’s website: Instructions to Proponents
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.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	City of Coquitlam Standard Terms and Conditions - Purchase of Goods and Services are posted on the City’s website and will apply to the Contract awarded as a result of 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;

“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 “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and works.

“Price” means the amount that will be paid by the City to the Contractor 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 Contractor;

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

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

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 ʔícə́y (kat-zee), and other Coast Salish Peoples.

1.2 Purpose

The City requests Proposals from experienced qualified firms to provide **Printing and Copying Services**, on a “as needed and when requested” basis. Refer to Section 3, **Scope of Services** for further details.

Proponents shall have specialization in one or more of the following categories:

Category No.	Description
1	Printing/Copying Services
2	Signage
3	Specialty Printing
4	Finishing Services
5	Digital Services

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.

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 Eligibility

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

- a) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Purchase of Goods and Services](#)
- b) 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.

1.7 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.

1.8 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".

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

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

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

Corporate Experience, Reputation, Capacity and Resources

- Proponent's qualifications, experience, and demonstrated performance providing services of similar size, scope and complexity
- References
- Key personnel
- Speed of service
- Value added benefits

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

Technical

- Methodology, set-up and execution of the Work
- Proponent's ability to provide the required scope of services
- Understanding of City's Requirements and Objectives
- Equipment and Resources

Financial

- Price

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.

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.

1.9 Term of Agreement

The initial term of the Contract is three (3) years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

1.10 Award to Multiple Proponents

The City reserves the right to split the award to multiple proponents or award all of the work to one Proponent.

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 of Work

The City of Coquitlam ("City") requests Proposals from qualified, experienced Proponents for the supply and delivery of **Printing and Copying Services** on an "as needed and when requested" basis. The Work includes, but is not limited to:

a) **Printing/Copying Services**

- Standard documents (black & white and color) of varying quantities and sizes
 - Double-sided and single-sided options
 - Finishing includes collation, stapling, hole punching, folding
- Marketing materials (i.e. booklets, postcards and brochures)
- Event materials (i.e. programs, certificates, table cards, seating charts)
- Large Format Printing (i.e. maps, posters and other large prints)

b) **Signage**

- Event signage of various sizes and materials (i.e. sandwich boards, lawn signs)
- Operational signage of various sizes and materials (i.e. wayfinding, regulatory)
 - *Installation support may be required*
- Banners of various sizes (materials include vinyl, blow through vinyl, fabric)
 - *Installation support may be required*

c) **Specialty Printing**

- Direct Mail (i.e. printing, addressing and mailing through Canada Post services)
- Stickers of various sizes and shapes
- Multi-part carbonless forms
- Door hangers
- Event booth materials (i.e. table cloths, pop up tents)
- Vinyl wrapping for windows, walls, floors and vehicles
 - *Installation support may be required*

d) **Finishing Services**

- Binding: Coil/spiral, comb, saddle stitch and perfect binding
- Laminating: Various sizes (small documents to large posters)
- Cutting and Folding: Custom sizes requiring die cutting and various folding styles (z-fold, c/tri-fold, half fold)
- Tabbing and Inserting: For newsletters, manuals, and brochures

e) **Digital Services**

- File Conversion: Digital files to hard copy and vice versa
- Proofing Services: digital proofs at no cost for approval before printing, with the ability to provide print proofs upon request
- Variable Data Printing: Custom text or images for personalized printing
- Data and mail merging: Customizing letters and envelopes
- Cloud Access: Ability to upload documents through a portal or email for print on demand

Refer to **Appendix A – Printing Requirements** for a detailed list of required print items, including specifications and details.

3.2 Service Requirements

- Turnaround Time: Routine jobs must be completed within 5 business days Rush orders may be required on short notice (same day print and delivery)
- Delivery: Offer delivery services to multiple City locations
- Streamline ordering: Self-serve options to build jobs and price out based on requirements, and options to submit job files online.

3.3 Frequency of Invoicing

Contractor to Invoice on a monthly basis for Work that has been completed up to date of invoice and not previously invoiced and paid.

3.4 Confidentiality

- The Contractor acknowledges that, during the course of its Work for the City, it may have access to information that is confidential, proprietary, or sensitive in nature. This includes, but is not limited to, technical information, business strategies, financial data, designs, drawings, reports, communications, personal data, and other materials related to the City's operations or projects.
- Use the confidential information solely for the purpose of performing the services or work outlined in the contract.
- Limit access to the confidential information to those employees, subcontractors, or agents who need to know the information for the performance of the Work and who are bound by confidentiality obligations no less stringent than those contained herein.
- Exercise reasonable care to prevent unauthorized disclosure, dissemination, or use of the confidential information.
- In the event of an unauthorized disclosure or use of confidential information, the Contractor shall promptly notify the City in writing and take all reasonable steps to prevent further disclosure
- The obligations of confidentiality under this clause shall survive the termination or expiration of the contract for a period of 10 years, or until such time as the information no longer qualifies as confidential information, whichever occurs first.
- The Contractor acknowledges that any unauthorized use or disclosure of confidential information may result in irreparable harm to the City for which monetary damages may not be sufficient. The City is entitled to seek injunctive relief or other equitable remedies, in addition to any other legal remedies available under the contract or law.



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 24-082

Printing and Copying Services

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

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions 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 and "Send Files"

(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. Vendor Info - Complete and return the City's Vendor Profile and Electronic Funds Transfer Application.	
ii. Business License - A City of Coquitlam or Tri Cities Intermunicipal Business License	

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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Category Shortlist - Respondent is to indicate the categories which they are applying for

Category No.	Description	Yes	No
1	Printing/Copying Services		
2	Signage		
3	Specialty Printing		
4	Finishing Services		
5	Digital Services		

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 to describe their capabilities, resources and capacities, as relevant to the Services requested in the RFP: This includes their capacity to take on these services 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	
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.

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

(use the spaces provided and/or attach additional pages, if necessary)

d) Speed of service -Indicate response time in hours for Emergency & non-Emergency request:

Emergency Request:	
Non-Emergency Requests:	

3. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

a) SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY
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
II. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:
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:
IV. What policies does your organization have to support reconciliation with Indigenous peoples?

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 receiving requests, fulfilling requests, addressing changes to requests and rush orders, delivery or pick-up.
II. Quality Assurance - Provide the measures the Proponent will use to maintain quality control for the Services being performed.
III. Technical Capacity - Provide a list of equipment and software used to deliver printing and copying services in line with the scope of services outlined on page 9 of the RFP, including the overall capacity of your operations.

5.

FINANCIAL

b) PRICE - Options for volume pricing also appreciated, if applicable. (exclude GST): Please attach any price sheets that cover this financial detail.			
ITEM	SCOPE OF WORK	Unit of Measure	PRICE (exclude GST)
Printing / Copying Services			
i.	Standard documents (20lb), black and white	Per 8.5x11", 8.5x14", 11x17" 12x18"	\$ \$ \$ \$
ii.	Standard documents (20lb), colour	Per 8.5x11", 8.5x14", 11x17" 12x18"	\$ \$ \$ \$
iii.	High-quality documents, black and white (28 lb, 80 lb)	Per 8.5x11", 8.5x14", 11x17" 12x18"	\$ \$ \$ \$
iv.	High-quality documents, colour (28 lb, 80 lb)	Per 8.5x11", 8.5x14", 11x17" 12x18"	\$ \$ \$ \$
v.	Large format posters, colour, (20 lb and 28 lb)	Per 24x36" And per square foot	\$ \$
vi.	Cards (100lb white cover)	Per 8.5x11", 8.5x14", 11x17" 12x18"	\$ \$ \$ \$
vii.	Tabs (90lb white)	Per 9x11"	\$
Signage			
i.	Coroplast	Price per square foot	\$
ii.	Foamcore	Price per square foot	\$
iii.	Aluminum with rounded corners	Price per square foot	\$
iv.	Sintra	Price per square foot	\$
v.	Indoor vinyl	Price per square foot	\$

vi.	Outdoor vinyl	Price per square foot	\$
vii.	Blow-through vinyl	Price per square foot	\$
viii.	Fabric (outdoor grade used for banners and flags)	Price per square foot	\$
ix.	H stake holders	Per unit	\$
x.	Sandwich board holders	Per unit	\$
Direct Mail Printing			
i.	Postage (through Canada Post)	Postage per unit	\$
ii.	Addressing	Per address	\$
iii.	Envelope (including stuffing)	Per unit (standard letter envelope)	\$
iv.	Printing of mail	Per Postcard, 8.5x11 letter 11x17 folded	\$ \$ \$
Specialty Printing			
i.	Buttons / pins (1", 2", 2.5")	Per unit	\$
ii.	Door hangers	Per unit	\$
iii.	Multi-part carbonless forms	Per unit	\$
iv.	Polyester tent (10 ft x 10 ft and 10ft x 15ft)	Per unit	\$
v.	Stickers	Per unit	\$
vi.	Tablecloth (4 ft, 6 ft, 8 ft)	Per unit	\$
vii.	Vehicle wrap	Per unit	\$
viii.	Wall / window / floor decal vinyl	Per square foot	\$
ix.	Other not Listed:	Per each	\$
Finishing Services			
i.	Binding	Per unit	\$
ii.	Laminating	Per unit	\$
iii.	Cutting and folding	Per unit	\$
iv.	Tabbing and inserting	Per unit	\$
v.	Other not Listed:	Per unit	\$
Digital Services			
i.	File conversion	Per file	\$
ii.	Proofing	Per proof	\$
iii.	Variable data	Per each	\$
iv.	Data and mail merging	Per file	\$
v.	Other not Listed:	Please indicate unit of measure	\$

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.