



REQUEST FOR PROPOSALS
April 19, 2017

MANAGED PRINT SOLUTION

CITY OF MOOSE JAW
SASKATCHEWAN

CLOSING DATE:
May 3, 2017 at 2:00 p.m. (Central Standard Time)

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INSTRUCTIONS TO PROPONENTS

INTRODUCTION

1. The City of Moose Jaw ("Moose Jaw") is inviting proposals from qualified firms to provide Managed Print services.
2. The purpose of this Request for Proposals ("RFP") process is to select a qualified firm to enter into a Professional and Consulting Services Agreement with Moose Jaw for the performance of this service. Further details about the Services required by Moose Jaw are set out in Schedule "A" – Services Requirements.
3. Approval for the Services is subject to the discretion of the Moose Jaw City Council (the "Council").
4. **This RFP is not a tender and is not subject to the laws of competitive bidding. No bid contract or agreement is created by the submission of a proposal.**

RFP DOCUMENTS

5. The following documents are attached to and form part of this RFP:
 - Schedule "A" – Services Requirements
 - Schedule "B" – Proposal Content Requirements
 - Appendix "1" - Rate Schedule
 - Appendix "2" - Technical - Current Environment

INQUIRIES

6. Any inquiries concerning this RFP should be directed in writing to the following:
 - Wade McKay, Director of IT
City of Moose Jaw
Phone: 306-694-4542
E-mail: wmckay@moosejaw.ca
 - City of Moose Jaw
228 Main Street N,
Moose Jaw, SK S6H 3J8
7. All inquiries should be in writing and received by Moose Jaw on or before April 27, 2017.
8. Moose Jaw may circulate its response to any inquiries to all proponents, along with the original inquiry and may post such response and original inquiry on www.sasktenders.ca or may choose not to reply to any inquiry.
9. Proponents should refrain from contacting other employees, agents or members of Council of Moose Jaw in respect of this RFP process, including for the purposes of lobbying or attempting to

influence the outcome of this RFP process. Any such contact may, in Moose Jaw's sole discretion, result in disqualification.

SUBMISSION OF PROPOSALS

10. Proposals should be in both paper and electronic format. Proponents should submit one (1) hard copy of their proposal plus an electronic copy on a memory stick or by email indicating the RFP title and Closing Date to the following address by **2:00 p.m. (Central Standard Time) May 3, 2017:**

Wade McKay, Director of IT
City of Moose Jaw
Phone: 306-694 4542
E-mail: ITbids@moosejaw.ca

City of Moose Jaw
228 Main Street N,
Moose Jaw, SK S6H 3J8

11. Moose Jaw's office hours for the purpose of receiving proposals are 8:15 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m. (Central Standard Time), Monday to Friday, excluding statutory holidays.
12. If you require additional time to submit your proposal, you should contact Wade McKay by e-mail to wmckay@moosejaw.ca. Moose Jaw may, in its sole discretion, allow additional time for proponents to submit a proposal.
13. Proposals and accompanying documentation provided to Moose Jaw in response to this RFP will not be returned.

CONTENT OF PROPOSALS

14. Proposals should address the items set out in Schedule "B" - Proposal Content Requirements.
15. Proponents may provide additional information beyond that requested in the RFP for Moose Jaw's consideration. Any such additional information may be considered by Moose Jaw in its sole discretion.
16. Proponents may be asked to submit additional information pertaining to their past experience, qualifications and such other information that Moose Jaw might reasonably require.

COST OF PROPOSALS

17. Moose Jaw is not responsible for any costs incurred by proponents in preparing their proposals, attending any meetings or interviews with Moose Jaw, making any presentations to Moose Jaw in connection with their proposals, or otherwise incurred in connection with this RFP process.
18. This RFP does not create any legal obligations between Moose Jaw and any proponent.

EVALUATION PROCESS

19. Proposals will be opened and evaluated privately.

20. In assessing proposals, Moose Jaw will take into consideration the following evaluation criteria:
 - a) qualifications and experience of the proponent and its lead personnel in the service areas being offered;
 - b) qualifications and experience of any sub consultants and their lead personnel in the service areas being offered;
 - c) the capacity of the proponent to provide and successfully complete the services required by Moose Jaw as well as any optional services offered by the proponent, in a timely, safe, efficient and quality manner;
 - d) proponent's overall fee proposal, including any reimbursable expenses; and
 - e) such other criteria as Moose Jaw considers relevant.
21. Moose Jaw has not predetermined the relative importance of the above evaluation criteria. Moose Jaw expects to select the proponent that provides the most advantageous proposal, as determined by Moose Jaw in its sole discretion, having regard to the evaluation criteria referred to above.
22. Proposals will be evaluated on the basis of the information provided in response to these Instructions to Proponents. In addition, in assessing the proponent's qualifications, experience and capacity, Moose Jaw may also consider the following:
 - a) clarifications and/or additional information that may be supplied pursuant to requests from Moose Jaw;
 - b) interviews and/or reference checks that may be conducted at Moose Jaw's discretion;
 - c) previous experience of Moose Jaw in working with the proponent; and
 - d) information received from any source that Moose Jaw considers reliable.
23. Moose Jaw may, in its sole discretion, request clarification from a proponent during the evaluation process.
24. Proponents are advised that the evaluation process is subjective in nature and Moose Jaw's intention is to consider, in its sole discretion, each proposal on its merits, without regard to the rules or principles of competitive bidding, including without regard to whether a proposal is compliant with this RFP.
25. Moose Jaw may short-list proponents and conduct interviews with short-listed proponents at its sole discretion. Furthermore, Moose Jaw may negotiate any and all aspects of a proposal, including but not limited to the fee proposal, and Professional and Consulting Services Agreement terms.
26. An invitation to interview or to negotiate does not obligate Moose Jaw to conclude a Professional and Consulting Services Agreement with that proponent. Moose Jaw may interview or may negotiate any aspect of any proposal with one or more proponents at any time.
27. Moose Jaw will notify all unsuccessful proponents after entering into a definitive agreement with the successful proponent. Unsuccessful proponents may request a debriefing interview to obtain feedback on their proposal after receiving this notification.

ANTICIPATED SCHEDULE OF EVENTS

28. The following is the anticipated schedule of events related to this RFP. These dates are provided as target dates only and may be changed at any time by Moose Jaw in its sole discretion:
- | | |
|---|---|
| a) RFP Released | April 19 |
| b) Inquiries respecting RFP | April 27 |
| c) Closing Date | May 3 |
| d) Interviews with Proponents (if necessary) | May 10 |
| e) Tentative Evaluation | approx. 2 weeks
following the Closing
Date |
| f) Tentative Consulting and Professional Services Agreement | May 31 |

FORM OF AGREEMENT

29. Any successful proponent(s) will be expected to enter into a Consulting and Professional Services Agreement. The City intends to enter a five (5) year agreement with an option to terminate the agreement with one (1) year written notice for any reason or thirty (30) days written notice with cause. The Consulting and Professional Services agreement will be negotiated with the successful bidder. The City reserves the right to negotiate a contract extension at any time during the initial contract period.

EFFECT OF RFP

30. This RFP is not intended to be a tender or otherwise subject to the laws applicable to competitive bidding. Until such time as Moose Jaw signs a definitive Consulting and Professional Services Agreement with a proponent, Moose Jaw does not intend to create a contractual relationship including a bid contract (either express or implied) with any proponent submitting a response to this RFP.
31. Submission of a proposal does not obligate Moose Jaw to accept any proposal or to proceed further with any of the Services. Consideration of any proposal shall be in Moose Jaw's sole discretion.
32. Proposals may be withdrawn or amended by proponents at any time by written notice to Moose Jaw prior to Moose Jaw and a proponent signing a formal contract.
33. Proponents are advised that Moose Jaw is intending to conduct a flexible procurement process, not subject to the law of competitive bidding, and that Moose Jaw may, in its sole discretion, at any time and for any reason:
- reject any and all proposals (including, for greater certainty, the lowest cost proposal);
 - modify or vary any aspect of this RFP at any time before or after the time for submission of proposals;
 - extend the deadline for submission of proposals at any time before or after the time for submission of proposals;

- d) accept any non-compliant, conditional or irregular proposal or any alternate proposal, in whole or in part;
- e) discuss the terms of a proposal submitted by a proponent with that proponent at any time, on a confidential basis, for the purposes of clarification and/or negotiation of that proposal;
- f) allow any proponent submitting a proposal to modify or vary any aspect of its proposal at any time;
- g) verify or seek clarification of any and all information provided pursuant to this RFP;
- h) negotiate any and all aspects of any proposal and the provisions of a Consulting and Professional Services Agreement (including, without limitation, those provisions relating to fees and/or any scope of services) with any one or more proponents at any time in its sole discretion, whether before, during or after the selection and evaluation process; and
- i) cancel this RFP at any time for any reason and thereafter proceed in any manner it sees fit, in its sole discretion, including:
 - i. issuing a new request for proposals or other procurement document based on the same or changed scope of services or other requirements;
 - ii. entering into sole source negotiations with any one or more of the proponents or any other person; or
 - iii. cancelling the procurement in its entirety.

CONFIDENTIALITY, PUBLIC ANNOUNCEMENTS

- 34. Proponents are expected to keep confidential all documents, data, information and other materials of Moose Jaw which are provided to or obtained or accessed by a proponent in relation to this RFP, other than documents which Moose Jaw places in the public domain. Proponents are expected not to make any public announcements or news releases regarding this RFP or the entering into a Consulting and Professional Services Agreement pursuant to this RFP, without the prior written approval of Moose Jaw.
- 35. Proponents are advised that as a city, Moose Jaw is subject to the provisions of *The Local Authority Freedom of Information and Protection of Privacy Act* (Saskatchewan), which provides a right of access to information in records under the control of a municipality. Proponents are advised that Moose Jaw may be required to disclose the RFP documents and a part or parts of any proposal in response to this RFP pursuant to *The Local Authority Freedom of Information and Protection of Privacy Act* (Saskatchewan).
- 36. Proponents are also advised that *The Local Authority Freedom of Information and Protection of Privacy Act* (Saskatchewan) does provide protection for confidential and proprietary business information; however, proponents are strongly advised to consult their own legal advisors as to the appropriate way in which confidential or proprietary business information should be marked as such in their proposal in response to this RFP. **Proponents should identify any information in their proposals that they consider to be confidential or proprietary business information.**

AGREEMENT ON INTERNAL TRADE

37. This procurement is subject to Annex 502.4 of the Agreement on Internal Trade.

Schedule "A" – Services Requirements

Background and Description of the Project

Moose Jaw has 8 locations throughout the City with a range of Departments, staffing levels and different requirements. Each Department has a primary multi-user multi-function device and may have a range of smaller individual printers. All devices are Moose Jaw owned and have a life cycles that expire periodically over the next 5 years. Currently there are approximately 26 printers and multi-function devices as well as more than 30 personal printers deployed in our environment.

Moose Jaw will replace devices with newer, more efficient devices once they come to the end of their respective life cycles. Moose Jaw feels there is potential to reduce the number of devices deployed and achieve cost savings. Before replacing or removing any devices, Moose Jaw requires assessments to be completed which result in a strategy and a set of guidelines for renewal and growth into the future.

Moose Jaw expects that the selected proponent will deliver excellent service in all aspects of Moose Jaw's environment, meet Service Level Objectives, govern the agreement and adapt over time in response to industry trends.

Scope of the Services

The selected proponent will manage Moose Jaw's print/scan environment including, but not limited to:

- Complete an initial assessment of Moose Jaw's requirements including visiting all sites and interviewing users to gather printing/scanning requirements.
- In consultation with the Moose Jaw's Information Technology Department, develop a strategy/guideline document for the City print/scan environment.
- Based on the final strategy/guideline the selected proponent will provide a recommendation to Moose Jaw for updates to the current environment.
- Provide training, service and support to Moose Jaw on the print/scan environment.
- Complete on-going assessments for new requests and as the City evolves.
- Complete on-going optimization of the print/scan environment with the goal of finding efficiencies and cost savings for Moose Jaw over time.
- Demonstrate experience establishing a long-term business relationship and a governance model to ensure business needs and service delivery requirements are being met.
- Automated toner replenishment and page count collection.
- Customized invoicing.
- Provide solutions to print securely to a shared printer.
- Standardization of the fleet of printer/multi-function units to three or less manufacturers and 6 or less models.
- An integrated process for obtaining support for Moose Jaw's print and multifunction devices into the City IT Service Desk resulting in a transparent process for Moose Jaw's employees.

- A pricing model that enables the ability to properly and accurately forecast costs and budget required.
- A governance model that ensures ongoing cost management and optimization throughout the entire term of the contract.

Schedule "B" - Proposal Content Requirements

Moose Jaw requires a Managed Print Partner which will demonstrate previous experience and success delivering Managed Print Services. Please describe your approach to Managed Print Services, including:

- Your experience delivering Managed Print Services Results to organizations of a comparable size to Moose Jaw.
- Managed Print Service practice and operations.
- Your local presence outlining roles and responsibilities, local resources and expertise, and local knowledge and experience.

Firm Detail

1. A brief description of your firm including any qualifications you consider relevant.

Relevant Experience

2. A description of proponent's experience in performing similar work, including two (2) references of work performed for municipalities or other government bodies or agencies in the previous five (5) years, and appropriate contact information for references.
3. Location of head office and any sub-offices
4. Number of print/multi-function devices under contract in Saskatchewan

Lead Personnel

5. Identify the lead personnel responsible to lead the delivery of the various services the proponent is prepared to offer and their expected involvement in assignments.

Capacity

6. Moose Jaw expects that you will have sufficient resources available to meet the service requirements of Moose Jaw in a timely and efficient manner. Provide a brief description of your firm's staffing resources that will be utilized to meet the service requirements of Moose Jaw.

Liability Insurance

7. Moose Jaw expects that you carry professional liability insurance in an amount of not less than \$2,000,000.00 per occurrence. Provide certificates of insurance outlining the amounts of professional liability insurance that you carry.

Fee Proposal

8. Proponents should provide a fee proposal which addresses the following:

Fixed Fee

Please provide the fixed fee you are prepared to offer for completing the Services (cost per page).

The City intends to buy devices as required from the winning proponent.

9. All prices/rates shall be quoted in Canadian Dollars, exclusive of any applicable GST.

Conflict of Interest Disclosure

10. Disclose any actual or potential conflicts of interest that may exist between your firm and its management, and Moose Jaw, its members of Council and management, and the nature of such conflict of interest. If a proponent has no such conflict of interest, a statement to that effect should be included in its proposal. Moose Jaw employees are ineligible to participate, directly or indirectly, with any proponent.

Confidentiality

11. Proponents are advised that as a city, Moose Jaw is subject to the provisions of *The Local Authority Freedom of Information and Protection of Privacy Act* (Saskatchewan), which provides a right of access to information in records under the control of a municipality. Proponents are advised that Moose Jaw may be required to disclose the RFP documents and a part or parts of any proposal in response to this RFP pursuant to *The Local Authority Freedom of Information and Protection of Privacy Act* (Saskatchewan).
12. Proponents are also advised that *The Local Authority Freedom of Information and Protection of Privacy Act* (Saskatchewan) does provide protection for confidential and proprietary business information; however, proponents are strongly advised to consult their own legal advisors as to the appropriate way in which confidential or proprietary business information should be marked as such in their proposal in response to this RFP. **Proponents should identify any information in their proposals that they consider to be confidential or proprietary business information.**

APPENDIX "1" – RATE SCHEDULE

Provide an all-inclusive fixed cost (including resource costs, travel and living, office expenses, product costs, etc.) for each item below.	Cost
To complete the printer/multi-function requirement assessment, development of the strategy/guidelines and recommendations with the assumption the recommendation is wholly or partly approved and you are the implementer.	
Cost per page black and white. Please specify rates for all black and white and devices proposed.	
Cost per page colour. Please specify rates for all colour devices proposed including black and white cost on colour devices.	

APPENDIX "2" – Technical - Current Environment

The City has a number of personal, small, medium and large printers and scanners at a variety of locations within the City including, but not limited to:

City Hall

City Complex

North Fire Hall

South Fire hall

Sportsplex

Waste Water Treatment Plant

Crescent View Lift Station

Landfill

Small and Medium Sized Printers/Scanners

17 small to medium sized network devices of the following makes:

Toshiba

Ricoh

HP

Brother

Canon

Large Multifunction Printers/Scanners

9 large networked MFDs of the following makes:

Toshiba

Ricoh

HP

Konica/Minolta

Personal Printers

30+ personal devices of various makes and models.

The City currently uses a Windows Server 2012 print server and Active Directory to manage user accounts.