



**Holy Trinity RC Separate School Division No. 22**

**REQUEST FOR PROPOSALS - PHOTOCOPY SERVICES**

The Holy Trinity RC Separate School Division No. 22 invites proposals for the supply of photocopy services in its schools and central office.

Herein after referred to as “The Division”.

All Proposals must be submitted in a sealed envelope marked “PROPOSAL FOR MULTI-FUNCTION DEVICES”. The vendor name should also be clearly marked on the envelope. No Proposal which is submitted otherwise will be considered.

All Proposals will be opened at the office of the Supervisor of Technology of the Division. This will **not** be a public opening. The Division reserves the right to reject any or all proposals.

Dated at Moose Jaw this 5<sup>th</sup> of June 2017.

TO Interested Vendors  
FROM Ryan Stinn  
Supervisor of Technology  
RE Request for Proposals for Multi-Function Devices

Your company is invited to submit a response to this Request for Proposals for the supply of multi-function devices for the Division. It is the intention of the Division to award a five year contract to a single vendor for Division-wide document output requirements.

Any questions regarding this REQUEST FOR PROPOSALS should be submitted no later than June 4, 2017, and be directed to Ryan Stinn at 1-306-694-2403 or email at ryan.stinn@htcsd.ca.

Prospective vendors interested in submitting a proposal may request documents from the undersigned.

Please address all sealed Proposals no later than 2:00 p.m. on June 5, 2017 to:

Ryan Stinn  
Holy Trinity RC Separate School Division No. 22  
502 – 6<sup>th</sup> Ave. N.E.  
Moose Jaw, Saskatchewan S6H 6B8

Holy Trinity RC Separate School Division No. 22  
Request for Proposals  
Multi-Function Device Preferred Vendor Alliance

TO: Ryan Stinn  
Holy Trinity RC Separate School Division No. 22  
502 – 6<sup>th</sup> Ave. N.E.  
Moose Jaw, Sask. S6H 6B8

Date: \_\_\_\_\_

Name of Vendor/Vendor: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

E-mail: \_\_\_\_\_

We the undersigned declare that I/we have carefully examined the instructions in the Request for Proposal documents; specifications and appendices contained in the package and agree to provide all equipment, software, services and training that we have so indicated for the price stipulated. The undersigned agrees that this response is valid and subject to acceptance by Holy Trinity RC Separate School Division until July 27, 2012, and that, if notified of award, will execute the ordering and delivery of the equipment specified and supply delivery date schedules. Vendors are requested to provide, as an attachment, manufacturers specification sheets for all machines included in their proposal. The acceptance of any proposal shall not be final and binding until the school Division and the vendor have entered into a written contract incorporating the terms of the within proposal document and the terms are satisfactory to the Division. In the event that the Division and vendor have been unable to agree to terms of a written contract within 30 days of the original proposal being accepted, the Division may reject the proposal without any liability to the Division. The vendor must append this document to form part of any contract signed between the vendor and the Division.

\_\_\_\_\_  
Name of Company

\_\_\_\_\_  
Signature

Dated this \_\_\_\_\_ day June 2017

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## **General Information**

The School Division operates a central office, one high school, seven elementary schools and a specialty program (Phoenix Academy). One of the elementary schools is in Swift Current and one elementary school is located in Shaunavon. The remainder of the locations are in Moose Jaw.

## **Invitation to submit Proposals on Multi-Function Device Preferred Vendor Agreement**

The Division is requesting proposals from qualified vendors wishing to enter into a five-year strategic vendor relationship to supply, deliver, install, service and finance the Division's fleet of Multi-function devices.

Multi-function device (MFD) capability will include photocopy with options to print, network scan, walk-up and LAN fax. Service and maintenance support will include on-site service, analytical support, parts, labour, supplies and training (this will exclude paper and staples).

## **Terms and Conditions**

**Proposed Costs:** Proposed costs shall be based on strict compliance with specifications and shall include all costs (except applicable federal and provincial taxes). Within the proposed costs include the following; digital devices, on-site service, all parts and labour, machine replacement if necessary, analytical support, and the cost of toner. Pricing shall also include all customs duties, freight, exchange, delivery and all other charges. Pricing fixed for the term of the agreement (5 years). Consumables and replacement parts shall be genuine original equipment manufacturer (OEM). Removal and costs associated with removal of the equipment outlined in this agreement shall be included in the proponents' response. Prices are to be in Canadian dollars. Charges for any additional form of technical support, if not included, should be itemized separately.

**Delivery and Installation:** All equipment, software and materials supplied under this relationship shall be fully assembled in complete operating condition and shall include all accessories specified by the agreement. All pricing shall be FOB any Division school / location. Any additional delivery or installation charges should be itemized separately. All equipment shall be delivered, installed and operational in the building locations indicated between August 01, 2017 and August 31, 2017.

**Training and Implementation Services:** The vendor will be required to provide initial staff training for each location. Proposals should fully outline the extent and details of the training offered. The proposed price shall include an in-service program that will teach key school based personnel how to operate the equipment and provide ongoing support to maximize the utilization of the technology. Vendors shall train key users initially (Office Managers, School Administrators, Technology staff) and provide annual training as needed for the life of the contract. Charges for training, if any, should be itemized separately.

**Invoices:** The vendor shall provide one invoice annually which will be separated into two areas of cost (lease of equipment and cost per copy for annual copy volume (black / white and colour) this does not include paper and staples which is the responsibility of the Division. Billing shall be made directly to the Division office for all service locations under their jurisdiction for the term of the contract. (Note: applicable taxes are in addition to the per copy rate).

**Reporting:** The vendor shall also provide a quarterly service report for each unit, to be sent to the Division Office in Moose Jaw. The report should minimally include for each unit: monthly volume, average copies between service calls, number of service calls, response time and any other information that will assist the Division in further assessments of its copier needs (please attach a sample of a quarterly service report).

Utilization Report:

The report must include the following information by machine:

Copier identification number

Copier volume for the period

Location

Copier volume to date

Installation date

Service Report:

Copier identification number

Location

A listing of calls including the date, purpose, and service performed

**Fleet Management:** The vendor shall provide, free of charge, a software tool which will enable the Division to install, configure, manage, monitor, and report on the fleet of MFD's

**Equipment Type:** All equipment proposed will be of digital equipment in nature. The use of used, refurbished or remanufactured equipment in place of new is not acceptable. All equipment to be placed under the proposal must be from one manufacturer. Vendors have the option of upgrading specifications in their proposal. It is in the interest of both parties to the agreement that a workable configuration of equipment is in place at all locations specified. It is understood and agreed that the vendor must have some freedom to change equipment in order to provide the Division with the best possible service. Any changes to the equipment specified, during the duration of the contract, must be made in consultation and with the approval of the Divisions' designate.

**Safety and Liability:** All equipment placed under the contract must be C.S.A. approved and conform in all respects with the safety standards as set forth in applicable acts of the Province of Saskatchewan. All equipment supplied under the contract shall remain the sole and exclusive property of the vendor. All copiers placed in the school Division under this proposal shall be covered under the Divisions' insurance for loss or destruction occasioned by the negligence of the Division or persons acting under the direction of the Division. The vendor shall maintain all peril insurance respecting the equipment and shall maintain a minimum of \$2,000,000 liability insurance respecting any loss or injury caused by the equipment provided pursuant to the Contract. The vendor must certify that all personnel who will perform service work for the Division have received WHMIS training.

**Network Environment:** The Division utilizes a variety of network environments and operating procedures. Remote access to the Divisions' network, if required, will be provided in accordance with Division protocol and security policies. Connection to the Division networks shall utilize Ethernet protocol. All copiers specified as connected to the network for print, scan or fax purposes shall have all hardware and software included in the proposed price that is required to facilitate the function specified. All printer drivers and software that are required will be supplied by the vendor and assistance provided, if required, to Division technical personnel for its implementation. The Division requires that all copiers have the ability to be connected to a local area network via Ethernet.

**Required Service Levels:** The vendor will provide the same day repair service contact in which the service request is initiated, during the regular work week (Monday to Friday). Exceptions permitted in cases of public holidays where days differ between the vendor and the Division. Equipment must be repaired within two (2) business days of the initial service request. The vendor shall provide a contact number for the Division employees to place service request calls (preferably a Toll free number). If equipment becomes non-

operational for more than two (2) business days the vendor will install a temporary replacement copier of similar type at no cost to the Division. If a copier must be removed from its location for servicing, an interim copier must be installed immediately as a replacement. In order to meet the service requirements specified it is expected that the vendor will permanently locate sufficient technical personnel within the Division boundaries.

**Equipment Replacement Clause:** Any copier that becomes unreliable or fails to perform satisfactorily on an ongoing basis and starts to exhibit excessive local repairs or onsite service calls will be replaced by the vendor with a new like model. This decision regarding the replacement of such a machine will be at the sole discretion of the Divisions' appointed designate. When it is determined by the Division that certain specific equipment no longer meets the needs of a service location, the vendor will be required to provide alternate equipment as mutually agreed upon. All copiers will be replaced when the accumulated copy volume of that particular equipment reaches 3,000,000 copies. All data on existing hard drives within removed or returned equipment will be wiped clean so as not to be recovered.

**Termination of Contract:** If the vendor fails to provide the required service, the Board may terminate the contract. Such termination shall not occur until the following process has been followed:

- a) The Chief Financial Officer or designate of the Board shall inform the vendor of the failure to supply service or of service deficiencies in accordance with the requirements noted;
- b) If Step "a" does not result in the service requirements being met, the Chief Financial Officer or designate shall notify the vendor by registered mail of the service deficiencies and meet with the vendor to outline the concerns and determine solutions;
- c) Failure to comply with the solutions agreed to or further service infractions shall result in the vendor being issued a warning letter advising that during the next 120 days, any breach in service will result in termination of the contract;
- d) Should the vendor thereafter fail to maintain an adequate level of service the determination of which shall be made in the discretion of the Division, the school Division may thereafter, without further notice, terminate the Contract; and
- e) Upon termination of the contract the vendor shall within 15 days, at its sole expense, cause all equipment supplied pursuant to the contract to be removed from all locations without causing disruption of the education services and without causing any damage to the school premises or operating systems.

**Return of equipment at end of lease:** The vendor is solely responsible for the timely recovery, shipping and all the associated costs for the return of the equipment (multi-function devices) upon the completion or termination of the copier lease with the Division. All data on existing hard drives within removed or returned equipment will be wiped clean so as not to be recovered.

**References:** The Division requires that each vendor include as part of the Proposal, two letters of reference from current digital copier customers. One of the letters shall be from a School Division you currently supply services to.

### **Instructions to Bidders**

1. One (1) copy of a sealed Proposal must be received by Monday June 5, 2017 at 2:00 p.m. and submitted to the attention of

Ryan Stinn  
Holy Trinity RC Separate School Division No. 22  
502 – 6<sup>th</sup> Ave. N.E.  
Moose Jaw, Sask. S6H 6B8

2. All Proposals must be submitted in a sealed envelope marked “PROPOSAL FOR MULTIFUNCTION DEVICES”. The vendor name should also be clearly marked on the envelope. No Proposal which is submitted otherwise will be considered.
3. An authorized representative must sign each Proposal in ink.
4. Proposals may be withdrawn at any time up to the time fixed for receiving Proposals, but only on a request in writing signed by the respondent or his agent-in-fact.
5. A Proposal may not be withdrawn at or after the time fixed for receiving Proposals and shall be open to acceptance;
  - a. Until some other person has entered into a contract with the Division for the required products and services, or
  - b. Until June 15, 2017 or whichever comes first
6. Prices quoted herein shall remain in effect until July 27, 2017

The Division reserves the right to reject any or all Proposals in part or in total. The Division reserves the right to waive any or all irregularities. The Division reserves the right to accept or reject any Proposal and to use such criteria as the Division deems appropriate in awarding the bid. The bidder acknowledges that it shall have no claim against, or entitlement to damages from the Division by reason of the Division’s rejection of any or all of the quotations.

7. The issuance of this Request for Proposals does not constitute a commitment by the Division to award a contract or to pay any costs incurred in the preparation of a response to this Request.
8. By submitting a Proposal for the copiers with the associated service and supplies specified in the Proposal, the vendor certifies that they are a manufacturer-authorized service centre to sell and service the items specified.

## **Specifications and Equipment Requirements – Multi-Function Devices**

1. Refer to Appendix A and B for equipment requirements for all multi-function devices.
2. Scanning - require conversion of hard copy scan documents to multiple electronic formats including PDF to network locations and / or document management repository.
3. Device must have capabilities to be fully integrated with a document management system (capture, store, manage, edit, distribute and / or print documents).
4. Device must not only be multifunctional, but provide concurrent use of features.
5. Device must include software which wipes clean all data so not to be recovered, on existing hard drives on an on-going basis.
6. Provide on-site client replaceable modules or parts for each device to help reduce on-site service calls; this will include the cost of all shipping of modules or parts to and from the manufacturer and the replacement of such.
7. Require user interface that reveals all jobs in queue for scan, fax, print and copy for user review, promotion and deletion.
8. Require common user interface for devices recommended.
9. Require jobs where attributes not loaded are to be held in queue for attention without interfering with other jobs submitted (print around job in question where attributes are not available). \*\* Please explain how your devices handle this.
10. Require the ability to manage individual impressions by user account (Print, Fax or Copy) for accounting and copier allocation purposes.

## Appendix A – Current Fleet

<b>Locations</b>	<b>Present Equipment</b>
Phoenix Academy (MJ)	Toshiba E-Studio 356
Christ the King (Shaunavon)	Toshiba E-Studio 556
St. Mary School (MJ)	Toshiba E-Studio 556
St. Agnes School (MJ)	Toshiba E-Studio 656
St. Michael School (MJ)	Toshiba E-Studio 6550C
Sacred Heart School (MJ)	Toshiba E-Studio 656
Ecole St. Margaret	Toshiba E-Studio 656
All Saints Catholic School	Toshiba E-Studio 656 Toshiba E-Studio 656 Toshiba E-Studio 6570C Toshiba E-Studio 2007
Vanier High School	Toshiba E-Studio 3040C Toshiba E-Studio 856
Holy Trinity RCSD#22 (Board Office – Moose Jaw)	Toshiba E-Studio 6540C

## **Appendix B – Requested Fleet**

We request pricing on three tiers of MFP in both B&W and Colour printing capabilities.

Tier 1 should be the lowest duty class of copier, useful as secondary device in a building or at a smaller capacity site.

Tier 2 should fit the needs of a standard school usage.

Tier 3 should be the high duty class.

All tiers require these features:

- Feeder and paper deck
- Multi position stapler
- Hole punch
- Network printing
- Colour scanning
- Fax

Tier 3 should also include booklet making.