



INFORMATION TECHNOLOGY

REQUEST FOR PROPOSALS

PRINT SERVICES

APRIL 2024

File 2024-029

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1.0 INTRODUCTION AND PURPOSE

Proposals shall be submitted by email at tenders@charlottetown.ca with the subject, "**Print Services**;" and must be received by the Purchasing Officer before 2:00:00 pm local time on **May 2nd, 2024**. It is the responsibility of the bidder to email the proposal before the closing date and time noted above. **Late proposals will not be accepted.**

Any addenda will be posted on the City of Charlottetown website at www.charlottetown.ca/tenders. Proponents are responsible for checking the website for bid documents and addenda. The City is not responsible for ensuring bidders have obtained addenda.

Email submissions will be accepted as the sole method of submission. There will be a public opening of submissions received immediately after closing. The selection of vendor resulting from this Request for Proposal (RFP), shall be done, upon approval by City Council, as soon as practical after proposal evaluations have been completed. Results of this RFP will be posted on the City's awards webpage at www.charlottetown.ca/tenders.

This RFP creates no obligation on the part of the City of Charlottetown to award the contract or to reimburse proponents for proposal preparation expenses. The City of Charlottetown reserves the right to accept or reject any and all proposals, in whole or in part, received as a result of this request, and to negotiate in any manner necessary to best serve the interest of the City. The decision on which tender best satisfies the needs of the City rests solely with the City and any decision is not open to appeal. Submissions will not be evaluated if the Proponent's current or past corporate or other interests may, in the City's opinion, give rise to a conflict in connection with this project. The City specifically reserves the right to reject all proposals if none is considered to be satisfactory and, in that event, at its option, to call for additional proposals. No term or condition shall be implied, based upon any industry or trade practice or custom, any practice or policy of the City or otherwise, which is inconsistent or conflicts with the provisions contained in these conditions.

At the election of the City, whether or not a bid or bidder otherwise satisfies the requirements of the RFP, the City may reject summarily any bid received from a corporation or other person which has been anyway involved in litigation, arbitration or alternative dispute resolution with the City within the five (5) year period immediately preceding the date on which the RFP was published.

The City's evaluation may include information provided by the proponent's references and may also consider the proponent's past performance on previous contracts with the City or other institutions.

The City may prohibit a proponent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, and such inappropriate conduct shall include but not be limited to the following: (a) the submission of proposals containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of the proponent to honour its pricing or other commitments made in its proposal; or (c) any other conduct, situation or circumstance, as solely determined by the City.

Any potential conflict of interest must be disclosed to the City in writing. Any conflict of interest identified will be considered and evaluated by the City. The City has the sole discretion

to take the steps deemed necessary to resolve the conflict. If, during the term of the contract, a conflict or risk of conflict of interest should arise, the Contractor will notify the City immediately in writing of that conflict or risk and take any steps that the City reasonably requires to resolve the conflict or deal with the risk.

The City will pay the successful proponent via Electronic Funds Transfer. The successful proponent will be required to provide the necessary information for registration on the City's payment system.

Any questions in respect of this RFP, please email tenders@charlottetown.ca. Questions must be received no less than three (3) business days before the closing date.

1.1 OVERVIEW

The City of Charlottetown is a flourishing community of over 40,500 people located on the south shore of Prince Edward Island. Charlottetown is the capital City of Prince Edward Island and is called the "Birthplace of Confederation" after the historic 1864 Charlottetown Conference, which led to Confederation. City Hall is located at 199 Queen Street, Charlottetown, PE.

The City provides a full range of municipal services including general government, police protection, fire protection, planning and development, building inspection, environmental health, environmental development, transportation, and recreation and cultural services. The City also operates the Charlottetown Water and Sewer Utility.

A Mayor and ten Councillors govern the City and the administration of the City is under the direction of a Chief Administrative Officer, Director of Finance and Corporate Services, Director of Integrated Growth and Acting Director of Community Services. There are twelve departmental managers including a Manager of Human Resources, Manager of Finance, Manager of Water and Sewer Utility, Manager of Parks and Recreation, Manager of Policy and Heritage, Manager of Development of Development, Manager of Infrastructure and Asset Management, Manager of Public Works, Manager of Environment & Sustainability, a Chief of Police, and Fire Chief.

1.2 SUSTAINABILITY & SUPPLIER CODE OF CONDUCT

The City of Charlottetown is committed to leveraging its procurement to improve the sustainability of its operations and strengthen Charlottetown's environmental, social, and economic prosperity. The City will implement sustainable procurement practices to advance positive sustainable impacts and reduce negative impacts while ensuring fiscal responsibility and respecting trade agreements.

The City expects Proponents and their supplier(s) to have responsible business practices, operations and processes that support protecting the environment and are socially responsible. The Supplier Code of Conduct (Appendix A) sets the minimum expected ethical and human rights standards for vendors and their suppliers. The City's intent is to work with Proponents to promote, grow and implement sustainable business practices.

The City reserves the right to request suppliers provide documentation to support sustainability

claims and declarations.

Regarding this RFP, the City of Charlottetown seeks more detailed information about the Proponent's sustainability practices and features of the Print Services, specifically in the areas of: waste reduction, toxic/ hazardous chemicals reduction and energy use/ Greenhouse Gas Emissions (GHGs) reduction.

1.3 PURPOSE

The City is requesting proposals for the supply of printers, as well as providing maintenance and supplies for the proposed printers. These printers will include desktop A4 printers up to floor A3 printers with stapling and booklet maker options. The City is primarily interested in a 5 year lease agreement with intent to replace these devices as they age, but will also entertain "rent to own" or "lease to own" agreements for devices with a lower than rated volume.

2.0 REQUEST FOR PROPOSAL TERMS

The City has formulated the terms and procedures set out in this RFP to ensure that it receives proposals through an open, competitive process, and the Proponents receive fair and equitable treatment in the solicitation, receipt, and evaluation of their proposals.

The following terms will apply to this RFP and to any subsequent Contract. Submission of a proposal in response to this RFP indicates acceptance of all the following terms.

2.1 DEFINITIONS

Throughout this RFP, terminology is used as follows:

- a) **“City”** means The City of Charlottetown.
- b) **“Administrator”** means the person or persons designated within the bylaws of the City as responsible for giving direction to or negotiating with a potential or successful proponent.
- c) **“Agreement”** means the written agreement, consisting of the agreement documents signed between the City and the successful proponent pursuant to this RFP and the successful proposal.
- d) **“Agreement Documents”** means the instructions to proponents, scope of service, addenda, response to the RFP, and the acceptance of proposal together with all subsequently negotiated agreements, written amendments, modifications, and supplements to such documents and all written authorizations signed by the administrator(s) amending, deleting, or adding to the contract.
- e) **“Contract”** means the written agreement or Purchase Order resulting from this RFP, in accordance with this Request for Proposal.
- f) **“Contractor”** means a successful Proponent to this RFP who enters into a written Contract with the City.
- g) **“Must”, “mandatory”, “required”, or “shall”** means a requirement that must be met in order for a proposal to receive consideration.
- h) **“Proponent”** means an individual or a company that submits, or intends to submit, a Proposal in response to this “RFP”.
- i) **“Proposal”** means the Proponent’s response to this “RFP”.
- j) **“Requirements”** means those services described in the Scope of Service section of this RFP.
- k) **“Should” or “desirable”** means a requirement having a significant degree of importance to the objectives of the RFP.

2.2 NO OBLIGATION TO PROCEED

Though the City fully intends at this time to proceed through the RFP, the City is under no obligation to proceed with the purchase, or any other stage. The receipt by the City of any information (including any submissions, ideas, plans, drawings, models or other materials communicated or exhibited by any intended Proponent, or on its behalf) shall not impose any obligations on the City. There is no guarantee by the City, its officers, employees or agents, that the process initiated by the issuance of this RFP will continue, or that this RFP process or any RFP process will result in a contract with the City.

2.3 CANCELLATION

The RFP may be cancelled in whole or in part without penalty, when, in the opinion of the City:

- i. There has been a substantial change in the requirements after this RFP has been issued;
- ii. Information has been received by the City, after issuance of this RFP, that the City feels substantially alters the specified procurement;
- iii. There was insufficient competition in order to provide the level of service, quality of goods, or pricing required, or;
- iv. The City, in its sole discretion, decides that there is any other sufficient justification to cancel this RFP.

The City of Charlottetown may cancel this RFP, reject all proposals, or seek to acquire the subject of this RFP through a new RFP or by other means.

The City reserves the right to cancel any request for tender at any time without recourse by the contractor. The City has the right to not award this work for any reason including choosing to complete the work with the Owners' [sic] own forces.

2.4 CITY'S DECISION-MAKING

The City has the power to make any decision, or to exercise any contractual right or remedy, contemplated in this RFP at its own absolute and unfettered discretion.

2.5 ENQUIRIES

The City has endeavoured to provide complete, correct information and estimates to enable proponents to properly assess and determine the scope and complexity of the work required to submit a response to this RFP. Proponents are solely responsible for determining if they require more information or if anything appears incorrect or incomplete, and for contacting the person named in this RFP if they have any questions whatsoever prior to the closing date. All enquiries related to this RFP are to be directed, in writing, by email, to tenders@charlottetown.ca. Information obtained from any other source is not official and should not be relied upon. The City will not be responsible for any verbal statement, instruction, or representation. Enquiries and responses will be recorded and may be distributed to all Proponents at the City's option by way of an addendum. Any enquiries regarding this RFP must be submitted at least three (3) working days prior to the closing date. Any enquiries submitted after this date may remain unanswered.

2.6 ERRORS AND OMISSIONS

Any ambiguities, inconsistencies, uncertainties or other errors related to this document of which any proponent may become aware should be directed, in writing, to tenders@charlottetown.ca. If necessary, response to such items shall be made by way of an addendum, which will be posted, serially, on the tender page of the City's website.

2.7 ADDENDA, CORRECTIONS, OR EXTENSIONS

The City of Charlottetown reserves the right to modify the terms of this RFP by way of an addendum at any time prior to closing, at its sole discretion.

2.8 ELIGIBILITY

Proposals will not be evaluated if the Proponent's current or past corporate or other interests may, in the City's opinion, give rise to a conflict of interest in connection with this RFP.

2.9 EVALUATION COMMITTEE

Evaluation of proposals will be by a committee formed by the City.

2.10 EVALUATION AND SELECTION

Proposals will be evaluated against the mandatory criteria. Proposals not meeting all mandatory criteria will be rejected without further consideration. Proposals that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. The City's intent is to enter into a Contract with the Proponent who has the highest overall ranking.

By responding to this RFP, Proponents will be deemed to have accepted all the terms, conditions, and/or specifications herein and have agreed that the decision of the Evaluation Team will be final and binding.

2.11 PROPOSAL CLARIFICATION

The City reserves the right, upon reasonable notice, to interview, examine, and make inquiries of any proponent after the closing date, generally, and also for the purpose of clarifying or verifying any particular portion of the proposal submitted, which may, in the opinion of the City, be unclear or require verification. All Proponents agree at their own expense to attend such interviews, and to fully co-operate with the City on any such inquiry, and to provide, at the Proponent's own expense, any such clarification and/or verification as requested by the City. Inquiries made of one or more proponents for the above purpose will not obligate the City to clarify or seek further information from any or all other proponents.

2.12 DEBRIEFING

Unsuccessful Proponents may request a debriefing meeting with the City.

2.13 SIGNED PROPOSALS

The proposal must be signed by the person(s) authorized to sign on behalf of the Proponent and to bind the Proponent to statements made in response to this RFP. All proponents who operate through an incorporated company shall affix their corporate seal to the submission documents in addition to the authorized signature.

2.14 ALTERNATIVE SOLUTIONS

If alternative solutions are offered, please submit the information in the same format, as a separate email.

If alternative solutions are offered, which, in the Proponent's opinion may be advantageous to the City, economic or otherwise, please submit the information in the same format as a separate proposal. This alternative should clearly enumerate the advantages as well as any associated cost implications. Please indicate that it is an alternative to the initial submission and not a replacement by writing "Alternative Submission #" on the subject line as well as in the document itself.

2.15 CHANGES TO PROPOSAL WORDING

The Proponent will not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the City for purposes of clarification.

2.16 IRREVOCABILITY OF PROPOSALS

A Proponent who has already submitted a proposal may submit a further proposal at any time up to the official closing time. The last proposal received shall supersede and invalidate all proposals previously submitted by that proponent for this RFP. Any proponent may withdraw or qualify his/her proposal at any time up to the official closing time by re-submitting a new proposal to the City. The new proposal shall be marked on the subject line by the Proponent as "Resubmission #" along with the name of the RFP and emailed to the attention of the Purchasing Officer, as noted above in the RFP. Proposals may be withdrawn at any time prior to opening upon emailed request from the proponent. Negligence on the part of the proponent in preparing his/her proposal shall not constitute a right to withdraw a proposal subsequent to the proposal opening.

Upon closing time, all proposals become irrevocable. By submission of a proposal, the Proponent agrees that should its proposal be successful and the City should decide to proceed, the Proponent will enter into a contract with the City of Charlottetown by either signing a contract document or accepting a Purchase Order issued by the City.

2.17 COMPLETENESS OF PROPOSAL

By submission of a proposal the Proponent warrants that, if this RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Proponent at no charge.

2.18 SUB-CONTRACTING

- a) Using a sub-contractor (who must be clearly identified in the proposal) is acceptable. This includes a joint submission by two Proponents having no formal corporate links. However, in this case, one of these Proponents must be prepared to take overall responsibility for successful interconnection of the two product or service lines and this must be defined in the proposal.
- b) Sub-contracting to any firm or individual whose current or past corporate or other interests may, in the City's opinion, give rise to a conflict of interest in connection with this project will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of this RFP.
- c) Any Sub-contracting of the service to any firm or individual after the award of a Contract must have prior approval by the City.

2.19 ASSIGNMENT

This RFP and any resulting contract may not be assigned by either party without the prior written consent and approval of the other party, which consent may not be unreasonably withheld; provided however, either party, without such consent, may assign or sell the same in connection with the transfer or sale of substantially its entire business to which this contract pertains or in the event of its merger or consolidation with another company. Any permitted assignee shall assume all obligations of its assignor under this contract. No assignment shall relieve any party

of responsibility for the performance of any accrued obligation that such party then has hereunder.

2.20 CONFIDENTIALITY

The successful proponent agrees not to release or, in any way, cause to release any confidential information of the City of Charlottetown unless an appropriate official of the City has specifically approved them to do so in writing.

The Proponents agree to treat all information contained in this RFP as confidential, to use such information only for purposes of responding to this RFP, and not to disclose any such information, in whole or in part, to any other party without the express prior written consent of either party or pursuant to legal power, other than:

- a) to an agent who in the City's reasonable opinion, is seeking information on behalf of the Proponent,
- b) to a party used by the City to evaluate the Proponents creditworthiness. Each party agrees to allow the other party to store contact information, such as names, phone numbers, and email addresses for its business representatives, in any country where that party does business and to use such information internally and to communicate with the other party for the purposes of their business relationship. Proponents agree to handle any personal information that may gain access to through this RFP in accordance with the requirements of privacy laws, and in a manner consistent with the City's published privacy policies, as amended from time to time.

2.21 CONFLICT OF INTEREST

Any potential conflict of interest must be disclosed to the City in writing. Any conflict of interest identified will be considered and evaluated by the City. The City has the sole discretion to take the steps it deems necessary to resolve the conflict. If, during the term of the Contract, a conflict or risk of conflict of interest arises, the successful proponent will notify the City immediately in writing of that conflict or risk and take any steps that the City reasonably requires to resolve the conflict or deal with the risk.

2.22 LAWS OF PRINCE EDWARD ISLAND

This RFP will be governed by and will be construed and interpreted in accordance with the laws of the Province of Prince Edward Island.

2.23 FINAL AGREEMENT

This solicitation does not contain all terms and conditions necessary for conducting business with the City of Charlottetown.

2.24 GRATUITIES

The City of Charlottetown may, by written notice to a proponent, cancel any contract if it is found by the City that gratuities, in the form of entertainment, gifts, or otherwise, were offered or given by the proponent, or the agent or representative of the proponent, to any employee or agent of the project with a view toward securing favorable treatment with respect to the awarding or amending, or making any determinations with respect to performing of such contract.

2.25 INSURANCE AND WORKERS COMPENSATION

The Proponent must provide the following certificates of insurance as proof of the coverage:

1. Professional Liability Insurance (Errors & Omissions):

The Proponent shall maintain Professional Liability Insurance covering errors, omissions, or negligent acts arising out of the services performed with a limit not less than CAD \$2 million. **Such insurance shall remain in force for a period of two years following the completion of the services.**

2. Commercial General Liability (CGL) Insurance:

The Proponent shall maintain Commercial General Liability Insurance covering bodily injury, property damage, personal injury, products and completed Operations, Tenants Legal Liability, and contractual liability with a limit not less than CAD \$5 million per occurrence. The City of Charlottetown shall be named as an additional insured under this policy (see below).

3. Automobile Liability Insurance:

The Proponent shall maintain Automobile Liability Insurance covering all owned, non-owned, and hired vehicles with a limit not less than CAD \$2 million per occurrence.

4. 3D Crime Coverage:

The Proponent shall maintain 3D Crime Insurance covering theft, fraud, and dishonest acts with a limit not less than CAD \$10,000.

5. Cyber Liability Insurance:

The Proponent shall maintain Cyber Liability Insurance covering data breaches, cyberattacks, and related risks with a limit not less than CAD \$2 million.

6. Workers Compensation:

The Proponent shall provide proof of Workers Compensation coverage as required by the Province of Prince Edward Island.

7. Additional Insured:

The Proponent shall name the following as additional insureds under its Commercial General Liability and Cyber Liability Insurance policies: The City of Charlottetown, all officials, departments, employees, volunteers, affiliated entities, subsidiaries, agencies or contractors of the City of Charlottetown, and other third-party entities engaged by the City in relation to the project.

8. Indemnity Clause for the RFP:

The Proponent shall indemnify and hold harmless the City of Charlottetown, its officials, employees, volunteers, contractors, agents, and representatives from and against all claims, demands, losses, damages, costs, expenses, actions, and other proceedings, made, sustained, brought, prosecuted, or threatened to be brought or prosecuted in any manner based upon, occasioned by, attributable to, or arising out of any act, omission, or negligence of the Proponent, its employees, agents, contractors, or any person for whom the Proponent is legally responsible, in connection with the performance of this contract, except to the extent that such claims are directly and solely caused by the negligence of the City of Charlottetown.

The successful Proponent must maintain the above-mentioned coverages for the duration of the contract unless otherwise mentioned. The City requires an advance 30-day notice should any of the policies be cancelled or changed in any manner.

2.26 PERFORMANCE

The City has the right to cancel agreements based on performance with the City as the sole judge of that performance.

2.27 VALIDITY OF PROPOSALS

All Proposals must remain valid and open for acceptance by the City for a period of one hundred, twenty (120) days after the closing date. This period may be extended if requested by the City and agreed to by the Proponent in writing.

2.28 PROPOSED CONTRACT TERM

The proposed term of this agreement shall be for five (5) years.

3.0 SCOPE OF WORK

3.1 REQUIREMENTS AND SCOPE OF SERVICE

The City is requesting proposals for the supply of printers, as well as providing maintenance and supplies for the proposed printers. These printers will include desktop A4 printers up to floor A3 printers with stapling and booklet maker options. The City is primarily interested in a five (5) year lease agreement with intent to replace these devices as they age, but will also entertain “rent to own” or “lease to own” agreements for devices with a lower than rated volume.

The City of Charlottetown invites proposals to provide a solution which includes the following:

- Provision and installation of printers
- Details on lease or purchase recommendations for each printer
- Maintain and provide supplies for these printers
- Details on maintenance and supplies agreements

3.2 PRINTER REQUIREMENTS

The City is looking for a variety of suggestions ranging from desktop A4 printers to floor standing A3 models with finishing options. The proposed solution must match the requirements listed throughout Section 3.2

- Any Purchase or Lease must include latest models delivered brand-new, non-refurbished. Prototypes will not be accepted.
- To prevent disruption to users, systems must be installed within five (5) working days of delivery to the site.
- Prior to installation the successful proponent must ensure that any changes to the site are completed. City IT staff will be available and assist if necessary.
- The successful Proponent will be responsible for installation, checking connectivity, trial and testing, installing software management tools, user acceptance testing, and customer satisfaction sign-off.
- Once installed, the successful Proponent must arrange for training, removal of existing device and written documentation provided to City IT Staff. Proper disposal of all replaced devices is required.

3.2.1 Service and Maintenance Requirements

The City is interested in solutions that will cover Maintenance and supplies for provided printers.

- The City’s staff are expected to replace toner cartridges, staples and paper. City staff will not be expected to replace any other device parts.
- Print consumables including the recycling of toner cartridges shall be collected and disposed of by the successful proponent at no cost to the City.
- The proposed solution shall include the tracking of consumable supply levels and proactively replenish supplies for printers outside of Charlottetown Police Services.
- The proposed solution shall include a manual method (to be performed by City IT staff as prescribed by the proponent) of tracking consumable supply levels and proactively replenishing supplies for printers within Charlottetown Police Services.

- All toner must be OEM.
- The proponent shall ensure that equipment is not inoperable due to unavailability of supplies during 99.9% of normal business hours.
- The proponent shall provide information on how to arrange service calls for equipment which is broken, degraded or is unable to provide the required service. The proponent shall also include expected response times (Service Level Agreement).
- The City requires all replaced or returned devices to have the storage drive removed and left with either Charlottetown Police Services or Charlottetown IT staff. (Disk Retention Programs are required)

3.2.2 Location Specific Requirements

A summary of the location specific requirements can be found in **Appendix B– Location Specific Requirements**. The proposed solution must match the requirements listed within this section.

3.2.2.1 Charlottetown Police Services MFP – Second Floor

This multi-function printer will be installed on the second floor of the Charlottetown Police Services building at 10 Kirkwood Drive in Charlottetown. The printer must have the following functionality:

- Match or beat functionality of the current printer and finisher combination
 - Konica Minolta bizhub c650i
 - FS-539SD which has two trays (2,000/200), 50-sheet stapling and V folding up to 20-sheets (80-page booklets)
 - Hole punch kit
- Fax
- Scan to email
- Copying
- 3 trays with differing paper sizes
- Support ledger (11x17) paper size

The printer has the following estimated quarterly volumes:

- 35000 Black and White sheets
- 5000 Color sheets

3.2.2.2 Charlottetown Police Services MFP – First Floor

This multi-function printer will be installed on the first floor of the Charlottetown Police Services building at 10 Kirkwood Drive in Charlottetown. The printer must have the following functionality:

- Match or beat functionality of the current printer and finisher combination
 - Konica Minolta bizhub c650i
 - FS-539 staple finisher has two (2) trays (3,000/200) and 50-sheet stapling;
 - Hole punch kit
- Fax
- Scan to email
- Copying
- Three (3) trays with differing paper sizes
- Support ledger (11x17) paper size

The printer has the following estimated quarterly volumes:

- 10,000 Black and White sheets
- 10,000 Color sheets

3.2.2.3 Charlottetown Police Services MFP – Major Crime Unit

This multi-function printer will be installed in the Major Crime Unit of the Charlottetown Police Services building at 10 Kirkwood Drive in Charlottetown. This printer can be installed either on the floor or on a desk (no need to accommodate both). The printer must have the following functionality:

- Scan to email
- Copying
- Two (2) trays with differing paper sizes
- Support legal (8.5x14) paper size

The printer has the following estimated quarterly volumes:

- 1,000 Black and White sheets
- 2,000 Color sheets

OPTIONAL:

We are interested in any finishing options that might be available on an appropriately sized printer for this location. Please include options related to stapling, hole punch, booklet making (folding). Please indicate finishing options **OR** indicate that there are no additional options.

3.2.2.4 Charlottetown Police Services – Reception Desk

This printer will be installed at the Reception Desk of the Charlottetown Police Services building at 10 Kirkwood Drive in Charlottetown. This printer must be installed on a desk and a thinner profile would be considered an asset. The printer must have the following functionality:

- Support letter (8.5x11) paper size

The printer has the following estimated quarterly volumes:

- 1,500 Black and White sheets

3.2.2.5 Charlottetown Police Services Court Office

This printer will be installed in the Court Office of the Charlottetown Police Services building at 10 Kirkwood Drive in Charlottetown. This printer can be installed either on the floor or on a desk (no need to accommodate both). The printer must have the following functionality:

- Two (2) trays with differing paper sizes
- Support legal (8.5x14) paper size

The printer has the following estimated quarterly volumes:

- 20,000 Black and White sheets

This printer does not need any functionality of an MFP, but we will accept whatever device is recommended based on the estimated volume.

3.2.2.6 Charlottetown Police Services Administration

This printer will be installed in the Administration area of the Charlottetown Police Services building at 10 Kirkwood Drive in Charlottetown. This printer must be installed on a desk. The printer must have the following functionality:

- Fax
- Support letter (8.5x11) paper size

The printer has the following estimated quarterly volumes:

- 500 Black and White sheets

3.2.2.7 Public Works Mechanics (Optional)

This printer may be exposed to excess dirt/dust due to its installation location. We will consider options for this printer, but due to its low volume and exposure to excess dirt and dust it may make more sense to purchase a consumer grade printer. Include options for this printer if you wish to do so.

This printer will be installed in the Public Works Mechanics office at 12 MacAleer Drive in Charlottetown. This printer must be installed on a desk. The printer must have the following functionality:

- Support letter (8.5x11) paper size

The printer has the following estimated quarterly volumes:

- 500 Black and White sheets

3.2.2.8 Parks and Recreation Administration – Brackley Point Road

This multi-function printer will be installed in the Parks and Recreation Offices at 275 Brackley Point Road in Charlottetown. This printer must be installed on the floor. The printer must have the following functionality:

- Fax
- Scan to email
- Copying
- Two (2) trays with differing paper sizes
- Support ledger (11x17) paper size

The printer has the following estimated quarterly volumes:

- 5,000 Black and White sheets
- 1,000 Color sheets

3.2.2.9 Tourism – City Hall

This printer will be installed at the Tourism Desk of the Charlottetown City Hall building at 199 Queen Street in Charlottetown. This printer must be installed on a desk and a thinner profile would be considered an asset. The printer must have the following functionality:

- Support letter (8.5x11) paper size

The printer has the following estimated quarterly volumes:

- 2,500 Black and White sheets

3.3 ANTICIPATED TIMEFRAMES

The following outlines the anticipated schedule for the RFP and contract process. The timing and sequence of events resulting from this RFP may vary and shall ultimately be determined by the City of Charlottetown.

Event Anticipated Dates

Request for Proposal issued	18-Apr-24
Last Date for Submission of Questions	25-Apr-24
Request for Proposal closes	2-May-24
Review of Proposals	3-May to 10-May, 2024
Contract Award	28-May-24

4.0 EVALUATION CRITERIA

The following criteria outline the primary considerations to be used in the evaluation and consequent awarding of this RFP (not in any order). The City reserves the right to prioritize and weigh the importance of each criterion confidentially.

4.1 EXPERIENCE AND QUALIFICATIONS – 15%

4.1.1 EXPERIENCE AND QUALIFICATIONS OF PROPONENT COMPANY

Provide a description of your firm, including the following:

- a) A general statement of specialization and expertise.
- b) The size of the firm nationwide and globally, and of the account office in terms of people and businesses.
- c) How many years has your company been conducting business related to Video Conferencing or related technologies?
- d) Years of experience in providing the identified services to similar clients - provide a list of the municipalities which are currently serviced. If you include previous clients, please identify this in the list.

4.1.2 EXPERTISE AND QUALIFICATIONS OF PERSONNEL

The Proponent shall provide:

- a) an organizational description and/or chart showing the staffing and lines of authority for the key personnel to be used in providing the services, including account executives, engineers, risk financing personnel, marketing and claims personnel and others who would interact with the City,
- b) the name of the individual within your firm that is proposed to have overall responsibility for the City's account (account executive), the name of the alternate to that person, and their ability to access the capabilities of the firm,
- c) the names, education, certifications and qualifications (or resumes) of staff proposed to offer service to the City,
- d) summary of experience these personnel have provided to local and regional governments,
- e) names of any subcontractors or agents (other than employees) proposed to be used, including details of services to be contracted.

4.2 SERVICE – 40%

Each of the items detailed in Sections 3.2 will be allocated points and scored accordingly by the evaluation committee. Any submission that does not achieve a minimum score of 30 out of 40 points on this section will be rejected and not evaluated further.

4.3 REFERENCES - 5%

Proponents are asked to submit contact names and telephone numbers of four existing clients and four former clients of the local office of a similar size and/or complexity to the City. Any or all references provided by Proponent may be contacted by members of the review committee to confirm the information provided in the proposal and the nature and quality of the services provided.

4.4 SUSTAINABILITY – 5%

Describe your sustainability practices and features of this service, specifically in the areas of energy use or Greenhouse Gas Emissions (GHGs) reduction.

4.5 FINANCIAL PROPOSAL EVALUATION – 35%1. Quotation Price ([60] points).

- Points shall be awarded on the following basis;

60 points for the Lowest Proposed Price

56 points for all Proposed Price $<$ or $=$ 110% of the Lowest Proposed Price

52 points for all Proposed Price $<$ or $=$ 115% of the Lowest Proposed Price

48 points for all Proposed Price $<$ or $=$ 120% of the Lowest Proposed Price

44 points for all Proposed Price $<$ or $=$ 125% of the Lowest Proposed Price

40 points for all Proposed Price $<$ or $=$ 130% of the Lowest Proposed Price

36 points for all Proposed Price $<$ or $=$ 135% of the Lowest Proposed Price

32 points for all Proposed Price $<$ or $=$ 140% of the Lowest Proposed Price

28 points for all Proposed Price $<$ or $=$ 145% of the Lowest Proposed Price

24 points for all Proposed Price $<$ or $=$ 150% of the Lowest Proposed Price

20 points for all Proposed Price $<$ or $=$ 160% of the Lowest Proposed Price

16 points for all Proposed Price $<$ or $=$ 170% of the Lowest Proposed Price

12 points for all Proposed Price $<$ or $=$ 180% of the Lowest Proposed Price

8 points for all Proposed Price $<$ or $=$ 190% of the Lowest Proposed Price

4 points for all Proposed Price $<$ or $=$ 200% of the Lowest Proposed Price

0 points for all Proposed Price more than twice the Lowest Proposed Price

Points will be awarded based on the schedule above and then prorated out of a total of 35. The financial score out of 35 will then be added to the technical score out of 65 for a final score out of 100 available points.

PROPONENT INFORMATION SHEET:

Proponent (Firm) Name: _____

Address: _____

City: _____ Province: _____ PC: _____

Telephone No.: _____ Fax No.: _____

E-mail address: _____

Website: _____

Contact Person: _____

Title: _____

Telephone No.: _____

NAME (Please print)

TITLE (Please print)

AUTHORIZED SIGNATURE

DATE

(Affix Corporate Seal)

APPENDIX A

Charlottetown Supplier Code of Conduct

Introduction

The City of Charlottetown (“Charlottetown”) is committed to conducting business in an ethical, legal, and socially responsible manner. Charlottetown expects its Suppliers to adhere to equivalent standards.

The Charlottetown Supplier Code of Conduct (SCoC) sets out the minimum ethical standards and business conduct for service providers including subcontractors, consultants, manufacturers, fabricators, distributors, or any entity that provides Charlottetown with goods or services (collectively “Suppliers”).

Charlottetown expects all its suppliers to affirm their compliance with the standards in this SCoC and ensure the standards are being upheld by any of their subcontractors. Stated compliance with all provisions set out in this SCoC will proclaim that the supplier is compliant with the core labour conventions of the International Labour Organization (ILO) and other applicable regulations in the countries in which they operate.

Charlottetown reserves the right to audit suppliers and request additional documentation to ensure compliance with all applicable laws and standards as well as this SCoC.

Charlottetown reserves the right to discontinue business with suppliers who are not responsive to requests to address concerns around workplace practices and instances of non-compliance with these minimum ethical standards and business conduct for suppliers.

SUPPLIER CODE OF CONDUCT

Employee Treatment, Harassment and Abuse

The supplier’s employees shall be treated with respect and dignity and the supplier’s disciplinary policies and procedures shall be clearly defined and communicated to employees before application. There shall be no harsh and inhumane treatment, including any physical, sexual, psychological, verbal harassment or abuse, or corporal punishment; nor is there to be the threat

of any such treatment.

Non-Discrimination

The supplier shall ensure no person is subject to any discrimination in employment, including hiring, compensation, advancement, discipline, termination, or retirement, on the basis of race, colour, age, gender, sexual orientation, ethnicity, nationality, disability, place of origin, ancestry, religion, political affiliation, union membership, family status or marital status.

Forced Labour

There shall be no use of forced labour, including prison labour, indentured labour, bonded labour, or other forms of forced labour. All work shall be voluntary, and workers shall be free to leave upon reasonable notice.

Child Labour

No persons shall be employed under the age of 15 or younger than the age for completing compulsory education in the country of manufacture, whichever is higher. Workers under the age of 18 shall not perform work that is likely to jeopardize the health or safety of young workers.

Health and Safety

The supplier shall provide a safe and healthy working environment to prevent accidents and injury to health arising out of, or linked with, or occurring in the course of work or as a result of the operation of the supplier's facilities.

Freedom of Association and Collective Bargaining

The supplier shall recognize and respect the right of employees to freedom of association and collective bargaining. Workers and employers shall have the right to establish and join labour organizations of their own choosing and elect their representatives, for the purpose of furthering and defending the interests of workers or of employers.

Wages and Benefits

The supplier shall pay all employees at least the minimum wage or the appropriate prevailing wage in its country of origin, whichever is higher, comply with all legal requirements on wages, and provide any benefits required by law or contract. Deductions from wages as a disciplinary manner shall not be permitted and payment shall occur in a timely manner with pay stub or similar documentation.

Hours of Work

The supplier shall not require workers to work more than the regular and overtime hours allowed by the law of the country where the workers are employed. The regular work week shall not exceed 48 hours. Employers shall allow workers at least 24 consecutive hours of rest in every seven-day period.

Overtime Compensation

Every worker has a right to compensation for a regular work week that is sufficient to meet the worker's basic needs and provide some discretionary income. The supplier shall be compensated for overtime hours at such premium rate as is legally required in the country of manufacture or, in those countries where such laws do not exist, at a rate at least equal to their regular hourly compensation rate.

Anti-Corruption Business Practices and Bribery

The supplier will not, directly, or indirectly, pay, give, offer, or promise anything of value to any

local or foreign government official (or to any person for the benefit of a government official) for the purpose of corruptly causing the government official to improperly act or use his or her influence in obtaining or retaining any business or securing any improper advantage for Charlottetown or the Supplier.

Environmental Responsibility

The supplier shall take responsibility to reduce the environmental impact of their products and services as well as their overall operations or ‘in-house’ practices. Suppliers must not be in violation of any national or provincial environmental regulations. Suppliers should be adopting responsible measures to mitigate negative environmental impacts.

Subcontractors and Sources

Charlottetown requires all suppliers that support the City as subcontractors, manufacturers, or sources of goods to comply with all of the same policies stated in Charlottetown’s SCoC. All subcontractors and suppliers are required to comply with all applicable and national laws. Direct suppliers must monitor the subcontractors, manufacturers, or sources of goods for meeting or exceeding the SCoC and supply chains are expected to be transparent and traceable.

Signatories

The person signing this Form (i) certifies that they are a duly authorized representative of the Proponent with the authority to sign this acknowledgment and commit the Proponent to the provisions contained herein and (ii) on behalf of the Proponent and without personal liability, acknowledges and agrees that the Proponent has read and understood, and agrees to abide by, all of the standards set out in the Supplier Code of Conduct above.

Yes, we agree to comply with all of the above expectations.

Name and Title of Authorized Representative

Date (MM-DD-YYYY)

Signature