



REQUEST FOR EXPRESSIONS OF INTEREST – 4288EOI

4288 EOI – MULTIPLE FUNCTION DEVICES FOR THE CITY OF RICHMOND

Expressions of Interest will be received at the Information Counter, Main Floor, Richmond City Hall, addressed to the Purchasing Section, 6911 No. 3 Road, Richmond, BC, V6Y 2C1, until 12:00 Noon local time, Tuesday, April 26, 2011 (the “Closing Date/Time”).

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1.0 Introduction

- 1.1. The City of Richmond (the City) invites Expressions of Interest (EOI) from firms for the provision, installation and ongoing maintenance and support of multiple function devices (“MFD”) that provide printing, copying, facsimile and scanning functionality in a secure environment.

2.0 Background

- 2.1. The City has historically leased photocopiers and managed their service separately from purchased printers and facsimile machines. The purpose of this EOI is to explore the options available from MFD’s that will allow the City to effectively manage cost and services for all units.
- 2.2. Currently, the City has forty-five (45) MFD’s that are at the end of their lease term and the City will not be extending the lease. The City operates MFD’s in various locations.
- 2.3. The City may elect to lease or purchase MFD’s and/or pay a cost per copy service fee under a multi-year lease option.

3.0 Objectives

- 3.1. The objective of this EOI is to seek qualified firms to supply, deliver, set up and maintain MFD’s of the right mix which are fully operational in the City’s environment at various locations within the City to meet the business needs of the City.

4.0 Definitions

- 4.1. Throughout this EOI the following definitions apply:
 - a) “Expression of Interest” means a statement of qualifications submitted in response to and according to the terms of this Request for Expressions of Interest;
 - b) “Respondent” means an individual or a company (vendor) that submits, or intends to submit, a Response;
 - c) “Response” or “Submission” means an Expression of Interest;

5.0 Scope

The scope of the project may include:

- 5.1. Delivery, installation, configuration and maintenance of MFD's which are fully operational in the City's environment to meet functional requirements as shown in Appendix A.
- 5.2. Ongoing hardware service, support, and maintenance. This may include provision of toner replacement strategies, periodic cleaning and routine service scenarios, software and firmware upgrades, break-and-fix coverage, and warranty replacement. The City is also interested in solutions for monitoring utilization of the devices through ongoing usage statistics and quality-of service metrics (number of errors, break-downs, paper jams, etc.).
- 5.3. The City is committed to sustainability and reducing its carbon footprint. The selected equipment shall have a demonstrated track record of success with two-sided copying/printing and the ability to use 100% recycled paper.
- 5.4. Data security and confidentiality is critical to the City. The selected equipment shall have the following features and options:
 - a) Ability to do confidential printing with password protection;
 - b) Easy access for removal of hard drive for off-site service;
 - c) Delete data information from the MFD's hard drive on a regularly scheduled basis with confirmation report for weekly/monthly data wipe;
 - d) Separate logon for color printing.
- 5.5. Consumable management that may include but is not limited to:
 - a) Servicing our consumable requirements;
 - b) Consumable inventory management process;
 - c) Replenishment and disposal service;
 - d) Recycling.
- 5.6. In a future phase, the capability of working with the City in assessing and optimizing device utilization to gain efficiencies through a recommended configuration/layout of devices.

6.0 Pre-qualification Process

- 6.1. Interested parties are required to respond to this Request for Expressions of Interest in accordance with the terms of this EOI.
- 6.2. In the first phase of this potential two-phase process, responses to the EOI are being requested in order to afford the City of Richmond the opportunity to

evaluate Respondent's expertise and to select a shortlist that will be invited to submit a proposal in response to a Request for Proposals. This EOI process is aimed at encouraging businesses with the required level of experience and expertise to participate.

- 6.3. Respondents may be requested to provide and install three (3) selected MFD's as part of the evaluation process. The three MFDs should at a minimum accommodate monthly volumes of:
- a) 3,000 to 5,000 pages per month
 - b) 5,000 to 8,000 pages per month
 - c) 8,000 to 11,000 pages per month

7.0 Requests for Proposals

- 7.1. Respondents, who are pre-qualified as a result of this EOI process, may be invited to submit proposals, if required, to a Request for Proposals ("RFP") from the City of Richmond. The City anticipates that, if required, the RFP will be distributed three to four weeks following the completion of the EOI process.

8.0 Qualification Criteria

- 8.1. The successful Respondents shall have previously and successfully completed projects of a similar size and complexity to the scope of work described in this EOI.
- 8.2. The successful Respondents shall have local representation and local support.
- 8.3. The successful Respondents shall have worked successfully with public entities.
- 8.4. The successful Respondents shall have the capacity to support the City's volume and provide ongoing maintenance and support services based on the requirements identified in this EOI.
- 8.5. The successful Respondents shall have the capacity to provide orientation services and training as required and requested by the City.
- 8.6. The successful Proponent shall have adequate and sufficient security measures to protect the City against any potential loss and/or misuse of confidential information.

9.0 Submission Details

- 9.1. Respondents are requested to submit five (5) copies of their Expression of Interest marked “4288 EOI – Multiple Function Devices for the City of Richmond” to the Purchasing Division, Information Counter, Main Floor, Richmond City Hall located at 6911 No. 3 Road, Richmond, BC V6Y 2C1. Submissions will be received on the Closing Date/Time.
- 9.2. Submissions will be evaluated at the discretion of the City based upon the information contained in the submissions. Questions relating to this EOI may be directed to Sumita Dosanjh, Buyer II - Contracting Specialist by email to purchasing@richmond.ca. Inquiries and responses relating to the EOI will be posted on BC Bid (<http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>) and the City’s website (<http://www.richmond.ca/busdev/tenders.htm>). It is the sole responsibility of each Respondent to check these sites on a regular basis for amendments, addendums, or questions related to this EOI
- 9.3. Enquiries will be received until 3:00 PM local time, Monday, April 18, 2011.
- 9.4. Note: Any submission will not necessarily be accepted. Respondents are advised they have no claim for compensation in the preparation of their submissions and that by submitting an EOI, each Respondent shall be deemed to have agreed that it has no claim. All submissions received by the City shall be subject to the *Freedom of Information & Protection of Privacy Act* of British Columbia.

10.0 Format Requirements

- 10.1. Responses submitted shall consist of:

- I. Title Page (1 page)

- a. The title page should identify the EOI number identified on the cover page of these pre-qualification documents, Closing Time (as specified in section 9.1), Respondent’s name, address, telephone number fax number, email address and contact person’s name.
- b. Table of Contents/Index

- II. Corporate Experience:

- a. Describe the type of company (for example: corporation, partnership, sole proprietor) and if a joint venture, clearly state this and state who the joint venture parties are and identify who is acting as the lead.

- b. Describe the company/entity size, depth and annual sales volume (in dollars).
- c. Provide three client references, at least one shall be a municipal government.
- d. Provide a history of litigation or claims made against the Respondent during the three (3) years immediately prior to the Closing Time.

III. Corporate Capability:

- a. Describe capability (financial, experience and workload capacity) to undertake the role of Consultant.
- b. Provide resumes of proposed key personnel.
- c. Detail all organizations that will be part of the delivery of your proposed solution including hardware, software, and all services.

IV. Completed and Current Projects:

- a. List three (3) relevant projects, name of client, value of the projects, company personnel involved and client/owner references with contact names and telephone numbers, at least one will be a municipal government.
- b. Describe capacity to undertake this project and describe any other projects that the Respondent has scheduled during the anticipated time frame.

V. Outline of Services to be Provided:

- a. Provide a brief discussion of your methodology and approach to provide the requirements of the MFD's for the City.
- b. Provide a high-level project timeline for the proposed replacement phase of the current forty-five (45) MFD's.
 - Phase I to start September, 2011 for 15 MFD's
 - Phase II to start December, 2011 for 30 MFD's

- c. List all makes & models of equipment proposed to supply to the City outlining the complete technical specifications of the machines including all functional capabilities.
- d. Provide information on scan to email features.
- e. Provide information and options on scanning direct to a document management system including direct profiling features.
- f. Provide information on ability to control print-release of confidential documents.
- g. To ensure connectivity to City Network:
 - Devices must be capable of scanning and sending scanned documents by email to internal users. Email addresses should be retrieved by LDAP query to Microsoft Active Directory.
 - Devices must be capable of obtaining IP address/mask, gateway, and DNS information via DHCP request to Microsoft DHCP servers.

Refer to Appendix B “IT Technology Definition Document”.

- h. Training - The City will require training on proposed systems to suit the range of users at the City of Richmond. All training will be conducted on-site at City of Richmond facilities.

Proposed training must address or specify:

- Training which is included in purchase price and cost of additional training for optimal system use
- Detailed training curriculum and cost schedule (if any) showing the types of training available
- Different levels of training to suit the range of users at the City of Richmond and recommendations on prerequisites for attendees (i.e. end-user, administrator, etc.)
- Copies (electronic and hardcopy) of operator and training manuals

- Master copies of manuals and documentation for operating system
- i. Provide all warranty information.
- j. Provide details on how your equipment is “Green” or able to reduce its “Carbon Footprint” and is environmentally friendly.
- k. Provide detail regarding toner recycling on spent cartridges leaving the City.
- l. Provide information regarding disposal of surplus equipment and decommissioning process for the MFD’s when the City no longer requires them.
- m. Provide any other pertinent information, not included above, that demonstrates the solution and equipment offered has been proven reliable and cost effective in a Municipal environment. References are desirable here.

VI. Value Added Services

- a. Please describe any value added services that may be relevant to this EOI. Unless otherwise stated, it is understood that there are no extra costs for these value added services. Proponents are encouraged to describe the qualities, services and attributes that distinguish them from other Proponents.

11.0 Review of Submissions

- 11.1. The City of Richmond will review the Expressions of Interest submitted to determine whether, in the City of Richmond’s opinion, the Respondent has demonstrated that it has the required experience and qualifications to fulfill the obligations of the services identified in this EOI.

12.0 Inquiries

- 12.1. City of Richmond, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Respondent’s bankers and clients regarding any financial and experience issues.
- 12.2. Subsequent to the receipt and review of responses the City reserves the right to issue a RFP for all or any part of the requirement described herein or to negotiate

with any Respondent or with any number of Respondents concurrently for the purpose of entering into an agreement or to cancel this process in its entirety.

13.0 Non-Conforming Submissions

- 13.1. Submissions which fail to conform to the Format Requirements or which fail to conform to any other requirement of these Documents may be rejected by the City. Notwithstanding the foregoing or any other provision of these Documents. The City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of these EOI's except the requirement of delivery of the Proposal prior to Closing Time.

14.0 Notifications and RFP Process

- 14.1. Following the Closing Time, the City of Richmond will only notify those Respondents who are selected as being pre-qualified and may be invited to submit their proposal under an RFP process, if required.
- 14.2. The City will not approve any change in the structure of formation of a short listed Respondent.
- 14.3. The City of Richmond may unilaterally take the following actions, and shall not be liable for any such actions:
 - a) amend the scope and description of the services to be procured under any RFP process as described in this EOI, and the qualifications that may be required to meet those requirements. In such event, proposals may be invited from those Respondents who meet the resulting amended requirements;
 - b) reject or accept any or all Submissions;
 - c) cancel the EOI process at any time and reject all Proposals; or
 - d) cancel the EOI process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.
- 14.4. Subsequent to the receipt and review of the Responses, the City reserves the right, in its sole discretion, to issue a Request for Proposal (RFP) for all or part of the requirements described herein or to enter into negotiations with any Respondent or with any number of Respondents for the purpose of entering into an agreement, or to cancel this process in its' entirety.

- 14.5. The Respondent acknowledges and agrees that any submission is in no way whatsoever, an offer to enter into an agreement and a submission by any Respondent does not in any way whatsoever create a binding agreement. The Respondent acknowledges that the City of Richmond has no contractual obligations whatsoever arising out of the EOI process.
- 14.6. The Respondent acknowledges and agrees that the pre-qualification of a Consultant pursuant to this EOI is only a preliminary step in the City of Richmond's procurement process. Each successful Respondent will be evaluated further under any subsequent RFP (if required) evaluation process.

15.0 Information Disclaimer

- 15.1. The City of Richmond and its directors, officers, employees, agents consultants and advisors are not liable or responsible for any oral, verbal or written information, or any advice, or any errors or omissions, which may be contained in this EOI or otherwise provided to the Respondent or Consultant pursuant to this EOI.
- 15.2. The Respondent shall conduct its own independent investigations and interpretations and shall not rely on the City of Richmond with respect to information, advice, or documentation provided by the City of Richmond. The information contained in this EOI is provisional and will be superseded by the RFP and/or other agreement documents.
- 15.3. The City of Richmond makes no representation, warranty, or undertaking of with respect to this EOI and the City of Richmond and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this EOI or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City of Richmond.

16.0 Intent to Enter Into An Agreement

- 16.1. By submission of a Expression of Interest, the Respondent agrees that, should it be identified as the successful respondent, it is willing to enter into agreements, if required, as necessary to complete the transactions contemplated in the Respondent's Response to this Request for Expression of Interest.

17.0 Modification of Terms

- 17.1. The City reserves the right to modify the terms of this EOI at any time at its sole discretion. This includes the right to cancel this EOI at any time without liability to any Respondent.

18.0 Ownership of Submissions

- 18.1. All documents submitted to the City, including Expressions of Interest, and any drawings, plans and models (as applicable), become the property of the City and will not be returned to Respondents. They will be received and held in confidence by the City, subject to the provisions of Section 15.0.

19.0 Right to Not Accept Any Expression of Interest

- 19.1. The City reserves the right to not accept any Expression of Interest and is not bound to enter into an agreement with any Respondent or issue a Request for Proposal. In the event that no Expression of Interest is selected, the City will declare the EOI terminated, in which case the City reserves the right to enter into negotiations with any party, regardless of whether or not such party previously participated in the EOI.

20.0 No Commissions

- 20.1. The City will not pay any commission to any Respondent or any agent acting on behalf the Respondent in connection with any transaction arising from the EOI. Any agent working with or for an interested party is assumed to be compensated by the Respondent.

21.0 Use of this Request for Expressions of Interest

- 21.1. This document, or any portion thereof, may not be used by others for any purpose other than for the submission of Expressions of Interest.

22.0 Confidentiality, Freedom of Information and Protection of Privacy

- 22.1. All submitted Expression of Interests shall become the property of the City of Richmond. The City reserves the right to release information to the public about the Expression of Interests received and any agreement(s) entered into. As the property of the City, Expression of Interests will be considered government records, which are public documents and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia. However, any commercial information that could cause potential economic harm to a Respondent's business interests should be identified as such.
- 22.2. Information pertaining to the Site obtained by the Respondent as a result of participation in this EOI is confidential and must not be disclosed without written authorization from the City.

23.0 No Claim for Compensation of Expenses

- 23.1. The City is not liable to pay such costs and expenses or to reimburse or compensate a Respondent under any circumstances.

- 23.2. As such, Respondents are advised they are responsible for bearing all costs of preparing and submitting an EOI and any subsequent discussions with the City. Respondents shall have no claim for compensation in the preparation of their submissions and by submitting an EOI, each Respondent shall be deemed to have agreed that it has no claim.

24.0 Conflict of Interest

- 24.1. Respondents are responsible for ensuring that any and all conflicts of interest or potential conflicts of interest are disclosed in their Submission. Failure to disclose a conflict of interest may result in the rejection of the Expression of Interest.

25.0 No Solicitation

- 25.1. If any directors, employees, officers, agents, consultants, or representatives, or other representative of a Respondent makes any representation or solicitation offering a personal benefit to any officer, employee, agent, consultant, or elected official of the City, concerning the Respondent's Expression of Interest, the City reserves the right to reject the Respondent's Response to this Request for Expression of Interest.

26.0 No Lobbying

- 26.1. From the date on which this EOI is issued until the EOI process is terminated, Respondents (including any directors, employees, officers, agents, consultants, or representatives) should not communicate with the City, directly or indirectly, about the EOI except via the designated Contact Person in Section 9.2.

27.0 Publicity

- 27.1. Respondents must not issue any news release or other public announcement that discloses details of this Request for Expression of Interest, or the Respondent's Response to this EOI, without the prior written consent of the City.

APPENDIX A – FUNCTIONAL REQUIREMENTS

- Drawers required:
 - Manual bypass
 - 8-1/2 X 11
 - 8-1/2 X 14
 - 11 X 17
 - 1 large drawer capacity (e.g. 1500 sheets)
 - Other: envelopes, card stock, letterhead, special, etc.
 - 3-paper drawers plus manual feed
 - Web Management interface
 - Fax option
 - Book copy
 - Able to handle mixed originals
 - Job Build
 - Save jobs
 - Ease of adding/deleting email addresses from printer
 - Able to pause or prioritize print jobs
 - Speed
 - Quality of colour
 - Confidentiality of documents printed/ scanned
 - Staple
 - Hole punch
 - Sorter/finisher for collating and stapling
 - Removable panel for handicapped staff
 - Scanning – saving other than pdf files
- Other:
- Duplex Scanning
 - Duplex Faxing
 - Multiple sizes scanning
 - Quick warm up
 - Fax confirmation to desktop
 - Faxing from desktop
 - Large volume printing
 - Support
 - 24/7 service
 - Same day service
 - next day service
 - Colour scanning
 - Technicians – Fully trained
 - Regular preventative maintenance
 - Feedback from technician – preventative measures
 - Cost of consumables – Toner
 - Recycling
 - Adequate training & orientation
 - High volume scanning
 - High volume faxing
 - Easier interface – user friendly
 - Connected to LDAP
 - Scan to file
 - Reporting capability
 - On demand
 - Scheduled

APPENDIX B - I.T. TECHNOLOGY DEFINITION DOCUMENT

The basic infrastructure of the City comprises the following:

- Ethernet - Over various media, including fibre and UTP
- TCP/IP – Version 4 only. Other network protocols such as IPX/SPX or NetBEUI are not supported
- Directory Services - MS Active Directory is the only supported directory service
- RADIUS services will be available from Active Directory (internal access) or RSA (external access)
- E-mail – externally, SMTP only supported; internally, MAPI and SMTP are supported. MS-Exchange 2003 is the current platform, Exchange 2010 is currently being implemented.
- HTML Services - Only the following platforms are supported:
 - Microsoft IIS 5.0 or 6.0 HTTP servers
 - Microsoft Internet Explorer 6.0, 7.0, 8.0 browsers (all 3 mandatory for all new applications)
- Databases - The following SQL platforms are supported:
 - Oracle – version 9.2.0
 - Oracle – version 10.2.0
 - Oracle – version 11.1.0
 - SQL Server version 2000
 - SQL Server version 2005
 - SQL Server version 2008

NOTE: No MS-Access applications will be installed where more than one user might require concurrent access to the application. All databases should use either SQL Server or Oracle.

- Geographic Information System - The following ESRI products are supported:
 - ArcGIS - version 9.3.1
 - ArcView - version 9.3.1
 - ArcInfo - version 9.3.1
 - ArcSDE - version 9.3.1
 - ArcIMS - version 9.0, 9.3.1
- Client Computer Hardware - Only HP USDT workstations are introduced to the network
- Client Computer Operating Systems - The following Operating Systems are supported
 - Windows 2000 (no new systems or applications will be deployed with Windows NT)
 - Windows XP
 - Windows 7 (mandatory for all new applications)

- Client Computer Office Applications
 - MS Office version 2000 is supported for legacy applications
 - MS Office 2007 (mandatory for all new applications)
 - MS Office is integrated to OpenText eDOCS via ODMA (version 5.1) or COM (version 5.2) API. This integration is mandatory for all client systems.
 - All applications installed must be *Certified for Windows Vista* or *Certified for Windows 7*
 - All applications must run on Windows 7 **without** requiring the end-user to hold administrative credentials on the computer.
 - VMWare virtual systems. All Intel client applications must be supported in a Virtual Machine environment.
- Server Computer Hardware - Only the following systems are supported:
 - Dell PowerEdge
 - Hewlett-Packard Series 9000 PA-RISC (HPUX) (database server only)
 - Hewlett-Packard Itanium (HPUX) (database server only)
 - Sun SPARC (database servers only)
 - Sun x86
 - VMWare virtual systems. All Intel server applications must be supported in a Virtual Machine environment, with the exception of servers that have specialised physical add-in cards.
- Server Computer Operating Systems - The following Operating Systems are supported
 - Windows 2008 R2
 - Windows 2008
 - Windows 2003 R2
 - Windows 2003
 - Windows 2000 (legacy systems only)
 - Hewlett-Packard HPUX - version 11.0, 11.11, 11.23 (no new systems will be deployed with HPUX)
 - Sun Solaris - version 7,8 (no new systems or applications will be deployed with Solaris 7 or 8)
 - Sun Solaris - version 10
 - Suse Enterprise Linux – version 9 (no new systems will be deployed with Suse Linux)
 - Oracle Enterprise Linux – version 4 and 5 (database servers)
- Security:
 - All access to the City's network is through a firewall.
 - Only the most commonly used ports (80, 8080) will be kept open on the firewall for general outbound access
 - Incoming access is permitted to a DMZ server only

- All Windows servers are rebooted weekly (early Tuesday morning) for the application of security patches
- All Unix and Linux servers are rebooted weekly (early Monday morning)
- Remote access to the City's network is only acceptable through City-specified VPN client (NetScreen-Remote) using RSA authentication tokens and IPSec encryption, **to the City's terminal server only**. Access to specific servers is accomplished using DSView (KVM over IP) to the terminal server session.
- Modem access to the City's network will not be permitted
- Applications
 - No server applications are to be started from the console, server applications must run as services which run automatically at system boot time
 - Applications must support Canadian or ISO date formats (DD-MM-YYYY or YYYY-MM-DD)
 - Windows applications must support Microsoft Terminal Server deployment
 - Applications requiring hardware authorization devices (“dongles”) will not be accepted in any circumstance. FlexLM is an accepted tool for license management.