

Request for Proposals

Multifunction Copiers

The Centre de santé communautaire de l'Estrie (CSCE) is a non-profit organization that provides comprehensive primary health care, mental health care and community health care services to the francophone population of Eastern Ontario. Its head office is located in Cornwall, with satellite offices in Alexandria, Bourget, Crysler, Embrun and Limoges.

EQUIPMENT AND SERVICES REQUIRED

The CSCE is accepting quotes to lease seven medium capacity colour multifunction copiers and one smaller capacity multifunction copier to replace its existing units (see description below).

Site	Current equipment description	Average monthly print volume	
		Black & White	Colour
Cornwall (main floor)	Xerox WorkCentre 7855	2800	2000
Cornwall (second floor)	Xerox WorkCentre 7855	4000	0
Alexandria	Xerox WorkCentre 7845	4200	1700
Bourget	Xerox WorkCentre 7845	6200	900
Crysler	Xerox WorkCentre 7845	3900	600
Embrun	Xerox WorkCentre 7845	3800	900
Limoges	Xerox Versalink C605	1000	200
Cornwall (diabetes)	Xerox Phaser 3635MPF	900	0

Our current copiers are network connected and provide both colour and black/white bulk printing, copying, scanning to email and faxing. Faxing capability will however only be required for one unit (Cornwall location – second floor).

We typically print emails, handouts, medical documents, financial statements, reports, spreadsheets, purchase orders, meeting minutes, signs, posters and brochures. We do not however produce glossy, high quality graphic material in-house.

COPIER REQUIREMENTS

All digital multifunction copiers must be new. Used, refurbished or remanufactured equipment and/or parts will not be accepted.

1. Standard Functions and Features

- Duplex copying (auto-paper select, auto-tray switching, auto-duplex, job assembly, sort, collation, job interruption, etc.)
- Duplex printing (print from USB, encrypted/secure network printing, mobile printing with apps, etc.)
- Duplex full-colour scan to email and USB in PDF format (job assembly, etc.)
- Duplex fax scanning (for one unit only)
- Unified address book for email and fax (favourites, etc.)
- Reduction and enlargement capability
- Web-based accounting, tracking and device management

2. Speed and Print Quality

- Copy / print speed: 50-55 pages per minute
- First-page-out print speed: 7.1 seconds (colour) / 5.9 seconds (black and white)
- Copy / scan resolution: up to 600 x 600 dpi
- Print resolution: up to 1,200 x 2,400 dpi

3. Device Specifications

- Single pass duplex automatic document feeder: 130-page capacity or higher and scan speed of up to 130 images per minute
- Paper trays: 2 high capacity tandem trays (letter portrait), 2 standard trays with a minimum 500-page capacity (letter landscape and portrait, legal and ledger) and 1 bypass tray (letterhead, envelopes, labels, cardstock, etc.)
- Output trays: 2
- Office finisher with stacking tray, stapler (50 sheet capacity, multi-position) and hole punch
- Control panel languages: French and English

4. System Specifications

- Hard drive: minimum 250 GB HDD (Hard drives in existing copiers are to be formatted and cleared of all client data prior to removal of existing equipment. Vendor to confirm in writing that all sensitive client information has effectively been deleted from the hard drives.)
- Processor: minimum 1.2 GHz Dual-core
- Memory: minimum 2 GB system plus 1 GB page memory
- Connectivity: Gigabit Ethernet preferred, high-speed USB 2.0 direct print, Wi-Fi Direct with optional USB wireless adapter
- Operating systems: Windows 10 and Windows Server 2016 (minimum)
- Network protocols: TCP/IP (Web-based administration interface)
- Security: authentication, authorization, secure data, secure network access, IP filter
- Environmentally friendly technology for energy conservation, power-save mode

PROPOSALS

1. Clarity and Organization of Proposals

Proposals should be complete, clear, consistent, well organized and legible to facilitate evaluation.

2. Proposal Content

Proposals should contain the following information:

- A description of the outline of services provided including installation, initial set-up and programming, training for staff and system administrators, and specific response times for service calls (prompt, reliable service will be required since this equipment will be used daily).
- A brochure and/or specification sheet, including physical dimensions, for each copier model (you may quote on more than one model as part of your proposal).
- A separate cost breakdown that clearly outlines full leasing costs and terms, copier costs (colour and black/white), service contracts (which cover all parts, software and consumables (including toner), repairs, preventative maintenance and labour), service level agreements for technical support, as well as any other charges or applicable taxes. Respondent must also identify any additional costs that the CSCE may incur as a result of the installation of the equipment (e.g. networking costs).

3. Enquiries

All enquiries regarding this request for proposals must be emailed to the following:

Guy Laflèche
IT Resources Manager
Centre de santé communautaire de l'Estrie
Email: G.Lafleche@cscestrie.on.ca

4. Timelines

- Enquiries and clarifying questions must be received by 4:30 p.m. on Friday, November 20, 2020.
- Collected questions and our responses shall be sent via email to all candidates by 4:30 p.m. on Friday, November 27, 2020.
- Proposals must be received no later than 4:30 p.m. on Friday, December 4, 2020. Proposals received after the official closing time will NOT be considered during the selection process.
- The contract will be awarded on Friday, December 11, 2020.

GENERAL CONDITIONS

1. Respondent's Qualifications

In submitting proposals, respondents acknowledge that they have read, understood and agree to all terms and conditions described in this request for proposals and that they have the necessary experience, skills and ability to effectively provide the services.

2. Acceptance of Proposal

The CSCE reserves the right to accept or reject the lowest or any or all proposals received in response to this request for proposals. The CSCE also reserves the right to conduct personal interviews with selected respondents and to request references.

3. Withdrawal of Proposals

Respondents may withdraw their proposal at any time prior to acceptance.

4. No Binding Contract

After reviewing the proposals received, the CSCE may enter into discussions with one or more respondents, without such discussion in any way creating a binding contract between the CSCE and any respondent. There will be no binding agreement with the CSCE until a proposal has been presented to the Board of Directors and subsequently been selected and approved by the Board of Directors of the CSCE.

5. Confidentiality

Any information acquired about the CSCE by respondents during this process must not be disclosed unless authorized by the CSCE, and this obligation will survive the termination of the request for proposals process. Confidentiality forms must be completed by all staff working on-site.

6. Conflict of Interest

By submitting proposals, respondents declare that they have no pecuniary interest in the business of any third party that would cause a conflict of interest or be seen to cause a conflict of interest in carrying out the services.

7. Evaluation Criteria for Proposals

The CSCE will conduct a weighted evaluation of each proposal received in response to this request for proposals using the following criteria, which is not intended to be exhaustive and is not ranked in order of preference or priority:

- Copiers meet the technical requirements listed on pages 2 and 3 of this request for proposals.
- Completeness, thoroughness and relevance of the proposal submitted in response to the request for proposals.
- Cost of services to be provided and other value-for-money services bundled with the proposal.
- Ability to provide services in French.
- Response from references.
- Other criteria as may be applicable.

8. Awarding of Contract

The contract will be awarded to the respondent who scores the highest on the evaluation criteria. Upon notification, the respondent and the CSCE will enter into a contract based on the information outlined in the proposal.

No alterations or variations of the terms of the contract will be valid or binding upon the CSCE unless authorized in writing.

9. Delivery and Installation of Equipment

The respondent awarded this contract agrees to supply materials and services as directed. Notice of delivery is to be given prior to installation.

A packing slip must accompany all goods and materials supplied for each copier. The packing slip must specify in detail all goods and materials therewith offered for acceptance, showing the number of pieces, weight, length or volume, as the case may be, of each class of goods and materials.

10. Invoicing

All invoices due on the contract awarded must be sent to the finance department at the CSCE's head office located in Cornwall.

11. Non-fulfillment

If the respondent awarded this contract fails, neglects or refuses at any time to supply any materials or services embraced within this request for proposals, the CSCE is hereby empowered to forthwith procure such material or services elsewhere. All costs thereby incurred will be charged to the respondent awarded this contract as liquidated damages and the same will be deducted from any monies due, or to become due on this or any other contract.

If the respondent awarded this contract fails to deliver the materials and services by the time agreed upon, the CSCE has the right to refuse to accept and pay for materials or services.

12. Inferior Materials

Should the respondent awarded this contract at any time offer for acceptance any materials which are of inferior quality in the opinion of the CSCE, such materials will not be accepted and will at once be removed by the supplier at their own expense. Should the supplier refuse to remove any material so condemned, the CSCE may take action to remove such materials and the supplier will be in non-fulfillment of the contract per paragraph 11.

EXPRESSION OF INTEREST

Respondents must submit their proposals to the following via mail or email, **no later than 4:30 p.m. on Friday, December 4, 2020:**

Marc Bisson
Executive Director
Centre de santé communautaire de l'Estrie
841 Sydney Street, Unit 6
Cornwall, ON K6H 3J7
Email: m.bisson@cscestrie.on.ca
Website: www.cscestrie.on.ca

Please include the name of the key contact person, their email address and telephone number.

Note: The CSCE is not responsible for submissions that are delivered to any other email address or physical location other than requested in this request for proposals.

The CSCE is a non-profit, fully accredited organization funded by Ontario Health under the Ministry of Health.