



Contract 2868P

Supply and Delivery of Mail Equipment

1. Introduction

The City of Richmond invites responses from those who are interested in providing a Mailing System to the City in accordance with this document.

The objective of this request for proposal is to provide the City with qualified proponents capable of providing mailing equipment herein defined. The proponent's submissions will form the basis of evaluating submission. Proponents will be required to provide a detailed on-site demonstration of their equipment.

2. Submission Details

Three (3) copies of proposals marked Supply and Delivery of Mail Equipment, Contract 2868P addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until noon, local time, Friday, July 28, 2006. Submissions received after this time will be returned to the sender.

The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at their own discretion.

Proposals shall be irrevocable until the City awards this Contract or cancels this Request for Proposals, whichever first occurs.

All proposals will remain confidential, subject to the Freedom of Information and Privacy Act.

Any interpretation of, additions to, deletions from, or any other corrections to the Proposal document, will be issued as written addenda by the City of Richmond. For Requests for Proposals posted on the City of Richmond Web Site/BC Bid, all addenda will be posted on these sites. For Invitational Requests for Proposals, all bidders receiving copies of the documents will be faxed and/or e-mailed copies of the addenda. It is the sole responsibility of the potential Bidders to check with the City of Richmond's Purchasing Section to ensure that all available information has been received prior to submitting a bid.

3. Enquiries

3.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Telephone: 604-276-4135

Sheryl Hrynyk

Buyer II

Purchasing Department

E-mail: purchasing@richmond.ca

City of Richmond

3.2 Technical clarification shall be directed to:

Technical

Donna Craig

Telephone: 604-276-4002

Supervisor, Information Technology

E-mail: dcraig@richmond.ca

City of Richmond

Or

Nancy Righton

Telephone: 604-276-4180

Information Technology

E-mail: nrighton@richmond.ca

City of Richmond

The City, its agents and employees shall not be responsible for any information given by way of verbal communication.

Any questions that are received by City of Richmond Staff that affect the Proposal Process will be issued as addenda by the City of Richmond.

4. Project Description

The City of Richmond is currently leasing a Pitney Bowes Series 5 folding and inserting mailing system. The lease with Pitney Bowes will expire January 10, 2007. The City is requiring new mailing equipment commencing October 1, 2006.

5. Current System Configuration

The current system consists of the following equipment:

- **Two (2) F413 Sheet Feeders:**

-Length of Document : 4" to max 14"

-Width of Document: 5 1/2" to maximum of 9 7/8"

-Paper Weight: 16# to maximum of 24#

-Thickness of Collation to Folder: .020 or 5 sheets maximum

-Length of Sheet Feeder: 22"

- **One (1) F402 Folder:**

-One to five sheets can be folded into a half fold, a "C" fold(or letter fold), or a "Z" fold (or accordion fold).

-One or two sheets can be folded into a double fold (or double parallel fold).

-Only one additional sheet can be folded with a cross-folded document

- **One (1) F401 Insert Feeder:**

-Document Length: Minimum 2 ½", Maximum 6"

-Document Width: Minimum 5 ½", Maximum 9 7/8"

-Paper Weight: Minimum 16#, Maximum 90#

-Material Thickness: Maximum: .100"

- **One (1) F400 Base Unit:**

-Envelope Size Depth: Minimum 3 ½", Maximum 6 7/16"

-Width: Minimum 6 3/8", Maximum 10 3/8"

-Envelope Flap Height: Minimum ¼", Maximum 2 ¼"

-Envelope Paper Weight: Minimum 16#, Maximum 28#

-Minimum clearances: ¼" on each side of inserts – ¼" from crease line to top of inserts.

-Cycle Speed: variable with maximum speed of 4,200 cycles per hour (CPH)

- **Scale:**

500 grams floating scale, automatic weighting of every piece of mail up to 500 grams and 20 cm high.

- **Scale:**

Parcel scale for up to 45 kg packages

- **Accounting Package:**

Includes printing capability, accounting software and internal computer

6. Requirements:

Postage Machine System must include, but is not limited to,

- Digital postage machine which meets Canada Post compliant Digital Systems Standards, effective date of January 1, 2007.
- Minimum of two sheet feeders up to capacity of four sheet feeders
- Integrated scale and parcel scale
- Count indicator
- Capability to fold and insert together different sizes of forms
- Laser printer or have the capability to network to City hardware
- Required platforms (table and tabletops) suitable for proposed equipment, a hydraulic table is preferred.
- Software, which includes reports, which will provide detailed daily accounting for charge-backs.
- Full parts and service warranty for entire lease period
- Delivery, equipment set-up and training
- Service/Repair response time within a two (2) hour callback period and a four (4) hour on-site delivery. Hours of work to be performed will be during regular business hours, Monday to Friday, 8:30 a.m. to 4:30 p.m.
- Processing of City outgoing mail as and when required if installed equipment fails to perform when required
- Volume Capacity of 50,000 per month or higher
- The maximum thickness for mail processing ¼" thickness or thicker

- Postage by phone
- Folds for up to 5 sheets, 3 folds per sheets (i.e.: minimum folds at 15) minimum
- Automatic double document detection and miss detectors at all feed stations.
- Perform fold only functions.
- Selectively match and combine documents from multiple feeders.
- Pre-programming job settings.
- Indicate location of document miss feed.
- Installation on or before October 1, 2006.
- Divert, ignore or stop if double document detection is detected from any of the feed stations.

7. System Overview

The City requires a Mailing System capable of supporting the efficient and effective management of outgoing mail. The proposed system must be a complete solution, which will include all equipment, hardware and software:

The system must be equivalent or better than our current systems configuration.

Options that are available, in excess of our current system configuration, (i.e. supplemental options) are to be quoted separately.

Costs for all necessary equipment must be included in Section 9. Proposal Submissions, Part G, Proposal Costs.

8. System Training

- a) The proponent will provide detailed training and provide information on the types of training available.
- b) Provide a copy of the operating and training manuals including master manuals and documentation for the system.

- c) The proponent will outline what is included in the purchase including training on an as and when required basis.
- d) All training will be conducted on-site at the City of Richmond facilities.

9. Proposal Submissions

Proponents shall provide in their submissions a corporate profile including sections in this order:

- a) Introduction
Containing a statement of the bidder's understanding of the City's requirements and expectations.
- b) Executive Summary
Highlighting the key features and benefits of the proposal
- c) Company Background
Containing a summary of the bidder's track record in the supply, installation and support of mailing systems of similar size and scope, and including the requested references.
- d) Project Team
Identify staff to be assigned to this project and their relevant experience and qualifications to this project.
- e) System(s) Description
- f) General Issues
 - Time schedule for delivery and installation of system.
 - Provision of on-line support and other technical support. Technical support operating hours must be within the Pacific Time Zone. Describe procedures for problem resolution. Describe the customer service support organisation.
 - Describe your upgrade policy, when and how they are available, and their status for technical support and training.
- g) Proposal Costs
Provide costs for the following:

- 1) Cost to purchase entire system , including service costs and any other applicable costs.
 - 2) Cost to Lease System – 3 Years, including service and any other applicable costs
 - 3) Cost to Lease System – 5 Years, including service and any other applicable costs
 - 4) Cost to Lease System – 3 Years with buyout as indicated in section: Lease Buyout
 - 5) Cost to Lease System – 5 Years with buyout as indicated in section Lease Buyout
- h) Attachments and Enclosures
- Include information sheets and/or brochures for the product(s) specified
- i) Include footprint of mail equipment (size of complete system proposed)

10. Evaluation Criteria

Proposals will be evaluated and bidders may be required to provide on-site demonstration of their proposed Mailing System. The following evaluation criteria will be used in the selection process:

- How well the proposed system meets City’s requirements
 - Experience and qualification of staff assigned to the City
 - Cost of proposal
 - Technical Support record, experience of firm
 - General completeness of documents and presentation of materials and Information
 - System design and application
 - Equipment’s track record for performance, reliability and service under similar demands
 - Bidder’s track record for performance, reliability, service, training and support
 - Performance characteristics of the proposed equipment, including functionality, - Ease of operation, future enhancements, etc.
 - Total cost implications
- The value of any benefits not specifically called for in this proposal but identified in the bidder’s submission

11. Working Agreement

The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.

Proponents must include a copy of their standard terms and conditions.

Proponents may include a copy of their standard terms of engagement.

12. Lease Buyout

The City is currently in a lease with Pitney Bowes for series 5 and paragon equipment: As of September 31, 2006 the 5 series and paragon buyout is \$9,301.00 plus taxes.

13. Test Period

As part of the evaluation process the proponent will be required to deliver and install at the City, in a designated area, the proposed equipment for trial purposes for a period of one month, if required. This shall be done on a no-charge basis to the City with no obligation whatsoever.

14. Service Requirements

If there are greater than five service calls on more than five different dates for the installed system within a one-month period, the City may require that the equipment be removed and replaced by new equipment of equal capability. Any such replacements shall be at no cost to the City. If the installed system is not functioning to performance specifications for five (5) working days or longer the City will consider the system in chronic failure and exercise it's options as such.

15. Termination of Contract

The provided equipment will be fully guaranteed for the full term of the contract. Equipment failures will be promptly rectified.

Chronic failure, as determined by the City, will result in the immediate replacement of that unit with a unit of either same or superior specifications and performance at no additional cost. The City prior to installation will approve all replacements.

The City may also exercise its option to terminate the contract in the event of:

- i) Substandard or inadequate maintenance
- ii) Failure to meet service call response standards as reasonably dictated by the City
- iii) Poor equipment performance, degradation of equipment

- iv) Change in dealer status, maintenance or support status, and reassignment of contract

16. Payment of Invoices

Invoices will only be issued by the vendor upon successful supply, installation and acceptance of the equipment by the City. Payments will be processed within 30 days of receipt of invoice and only when a valid City of Richmond purchase order number is indicated on the invoice.

17. Pricing

All prices quoted will be in Canadian dollars. Price adjustments due to currency fluctuations, or any other reason, will not be accepted.

Prices quoted will be firm and unchangeable after the time and date of bid closure.

Pricing will be guaranteed for a period of 90 days following proposal closing.

All prices quoted shall be exclusive of the Goods and Services Tax. The successful bidder will be required to show the G.S.T. separately on their invoices. All other taxes will be included in the bid price.

Unless directed otherwise, all prices quoted will be inclusive of all freight and delivery charges. Delivery shall be F.O.B. the City of Richmond

There is no expressed or implied obligation for the City of Richmond to reimburse responding firms for any expenses incurred in the preparation of proposals or attendance at interviews/presentations in response to this Request for Proposal.

18. Vendor Qualifications

This RFP process is open to only those vendors that are both factory authorized dealers and factory authorized service centres for the equipment proposed. Third party service/maintenance providers will not be considered.

Proposals will be considered from only those vendors that maintain both a permanent sales and service facility in the Vancouver Lower Mainland.

19. Acceptance of Submissions

Unless explicitly stated otherwise, submission of a proposal indicates acceptance by the firm of the terms and conditions contained in the Request for Proposal.

The City reserves the right to withdraw, at its discretion and at any time, this Request for Proposal. The City will not be held liable for any expenses, costs, loss or damage incurred or suffered by any Proponent as a result of such withdrawal.

The City reserves the right, without prejudice, to reject any or all proposals.

20. Accuracy, Confidentiality and Release of Information

All information contained in this document with respect to operations, qualities, quantities, etc. are reasonably and realistically accurate to the best of the City's knowledge, however, is not guaranteed by the City. It is each vendor's responsibility to obtain and verify to the best of their ability the information required to respond accurately to this RFP.

All proposals submitted to the City become the property of the City in their entirety. Proposals and the information contained within will be held in confidence as much as is reasonably possible and subject to the disclosure provisions contained in the Freedom of Information and Protection of Privacy Act (F.O.I.).

Any information or knowledge gained or obtained by the Vendor as a result of this process will be maintained in confidentiality and will not be sold, distributed or in any way used for profit.

Due to the nature of this Request for Proposal, details contained within each submission will not be provided or available to vendors prior to award of contract. Release of information will be governed by the provisions contained in the Freedom of Information and Protection of Privacy Act.

21. Conflict of Interest

All vendors are required to disclose to the City any direct or potential conflict of interest in their RFP submission. The disclosure will detail the nature and degree of the direct or potential conflict. The City reserves the right to reject a proposal and/or to cancel the award of contract if, in the City's sole opinion, any interest disclosed from any source could give the appearance of a conflict of interest or cause speculation as to the objectivity of the awarding of the contract.

22. Customer Service

The successful vendor is required to respond/acknowledge any inquiry or call from City personnel as soon as possible within twenty-four (24) hours of original response by either telephone, fax or email.

All problems or requests are to be resolved or given a proposed solution with a time line that is acceptable to the City within forty-eight (48) hours of original response.

In order to achieve the high level of service requested on this project, please indicate the names of your staff that will support our account.

<u>NAME</u>	<u>TITLE</u>	<u>PHONE & EXTENSION</u>	<u>EMAIL</u>
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Sales:

Sales backup:

Expediting:

Invoicing:

Other:

In the event that the City feels it is unable to achieve the high level of service required from the successful vendor, please indicate the escalation channel to be used by providing name(s) and position(s) of the individual(s) to whom matters may be channelled.

<u>NAME</u>	<u>TITLE</u>	<u>PHONE & EXTENSION</u>	<u>EMAIL</u>
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1)

2)

3)

23. Insurance

The City shall obtain and maintain yearly, at its own expense, insurance for all leased equipment. A certificate of insurance may be available upon request.

Bidders must supply the fair market value of the proposed equipment at the inception of the lease for insurance purposes.

Environmental Terms and Conditions of Proposal – ATTACHMENT 1

1.0 Environmental Policy Requirements

1.1 The City of Richmond’s Environmental Purchasing Policy

The City of Richmond’s Environmental Purchasing Policy states:

In order to increase the development and awareness of environmentally sound products and services, City of Richmond staff will review their contracts and tender specifications for goods and services, to ensure that wherever possible and economically feasible, specifications are amended to provide for consideration of environmental characteristics. Consideration may be given to those environmental products that are certified by an independent accredited organization.

The City of Richmond as a whole will endeavour to increase its use of products and services that are more responsible to the environment in the way they are made, used, transported, stored and packaged and disposed of. It is recognized that analysis is required in order to ensure that the products are made available at competitive prices, and that the environmental benefits provided by a product or service should not significantly affect the intended use of that product or service.

- 1.1.1 The City of Richmond reserves the right to request information from bidders that will demonstrate compliance to this environmental purchasing policy.
- 1.1.2 Bidders are asked to supply information on environmentally preferable products and services that meet all specifications and performance requirements.
- 1.1.3 Placing the City of Richmond in breach of its environmental policy or environmental laws will result in the termination or suspension of an agreement, at the sole discretion of the City.

1.2 Environmental impacts in the life cycle of a product or service

- 1.2.1 Environmental purchasing involves considering the costs and environmental consequences of a product or service in all stages of its life cycle, including raw materials acquisition, production, manufacturing, packaging, distribution, operation, maintenance, reuse and disposal.
- 1.2.2 Independent certification programs such as Environmental Choice as well as an increasing number of manufacturers conduct life cycle assessments to answer the question, “What is the environmental burden of a product or

service through all stages of its life cycle?” The City of Richmond is interested in receiving, wherever available, life cycle information relevant to the products or services being considered.

1.3 Characteristics of environmentally preferable products

1.3.1 Environmentally preferable products and services have characteristics that include but are not limited to the following:

- Reduce waste and make efficient use of resources, including energy
- Are reusable or contain reusable parts
- Are recyclable
- Contain post-consumer recycled materials
- Produce fewer polluting by-products and/or safety hazards during manufacture, use or disposal, and
- Have a long service life and/or can be economically and effectively repaired or upgraded.
- Are certified by an independent accredited organization such as the Environmental Choice program

1.4 Packaging

1.4.1 As with products and services, the City of Richmond will endeavour to consider the environmental characteristics of a product’s packaging.

1.4.2 The City prefers that suppliers minimize the amount of packaging used on products or that durable, long-lasting forms of reusable packaging be used. While packaging containing post-consumer recycled material or recyclable packaging is considered better than wasteful packaging, reduced or reusable packaging is preferred.

1.5 Environmental attributes of company

1.5.1 It is desirable that suppliers to the City of Richmond have an environmental policy statement approved at the executive level and implemented across the company.

1.5.2 Suppliers who have pursued environmental certification such as ISO 14001 should include this information with their bid. The ISO 14000 Series is a set of international standards for voluntary environmental management for both private and public organizations. It is designed to promote environmental compliance, ensure a commitment to pollution prevention, and foster continual improvement of environmental performance through efficient environmental management.

- 1.5.3 The City of Richmond strictly subscribes to an environmental policy that requires all suppliers to be in compliance with all environmental laws and regulations regarding the manufacture, processing, handling, provision, disposal and waste management of goods and services.

1.6 Environmental purchasing resources

- 1.6.1 The City of Richmond Environmental Purchasing Guide is available from the City of Richmond Web site at:

www.richmond.ca/services/environment/policies/purchasing.htm

CITY OF RICHMOND



Note: Receipt of this completed form will assist us in calling for future bids. Please complete and submit this form prior to the closing date and time as shown on the Request for Quotation/Proposal/Tender form. Please remember to include Quotation/Proposal/Tender No. at right.

Notice of No Bid

Quotation/Proposal/Tender No. 2458P

A Quotation/Proposal/Tender is not being submitted for the following reason(s):

- | | |
|--|--|
| <input type="checkbox"/> We do not manufacture/supply the required goods/services | <input type="checkbox"/> Cannot obtain raw materials/goods in time to meet delivery requirements |
| <input type="checkbox"/> We do not manufacture/supply to stated specifications | <input type="checkbox"/> Cannot meet delivery requirements |
| <input type="checkbox"/> Specifications are not sufficiently defined | <input type="checkbox"/> Cannot quote/tender a firm price at this time |
| <input type="checkbox"/> Insufficient information to prepare quote/proposal/tender | <input type="checkbox"/> Insufficient time to prepare quote/tender. |
| <input type="checkbox"/> Quantity too small | <input type="checkbox"/> We are unable to competitively quote/tender at this time. |
| <input type="checkbox"/> Quantity too large | <input type="checkbox"/> We do not have facilities to handle this requirement |
| <input type="checkbox"/> Quantity beyond our production capacity | <input type="checkbox"/> Licensing restrictions (please explain) |
| <input type="checkbox"/> Cannot meet packaging requirements | <input type="checkbox"/> Agreements with distributors/dealers do not permit us to sell directly. |
| <input type="checkbox"/> Cannot handle due to present plant loading | <input type="checkbox"/> Other reasons or additional comments (please explain below) |

I / We wish to quote / tender on similar goods / services in future <input type="checkbox"/> Yes <input type="checkbox"/> No	Authorised Company Official – Signature and Title	Date
This space for City of Richmond Comments		Firm Name
		Address
		City
		Province Postal Code
		Telephone Number



City of Richmond

6911 No.3 Road, Richmond, BC V6Y 2C1

Telephone (604) 276-4000

www.city.richmond.bc.ca

July 20, 2006

File: 02-0775-40-- INBOX/Vol 01

Business & Financial Services Department

Telephone: 604-276-4219

Fax: 604-276-4222

Attention: To all those that have received a copy of 2868P

Dear Sir/Madame:

Re: City of Richmond Request for Proposal 2868P - Provision of Mail Equipment Addendum 1

Please be advised of the following:

1. Lease Buyout Information (section 12, p.8)
The lease buyout information that you have been provided is for your advisement on what our current buyout costs will be. We ask for 5 different cost options to be included with your proposal, including cost to purchase and cost to lease and buyout if that option is offered by your firm.
2. The system will not be configured as a "single-step" mailing system. Folding and inserting will be handled by one piece of equipment and postage will be handled by another.
3. We require at least one insert feeder and the envelope feeder.
4. In section 6, p.5 we specify that the postage machine system must *selectively match and combine documents from multiple feeders*. Here, we want the capability of being able to combine different sized papers (e.g., 1 sheet letter and 1 sheet legal, etc.) to fold them together, and insert the into envelopes. At this time we are not looking for any machinery that does bar code reading.

Yours truly,

Kerry Lynne Gillis (for Sheryl Hrynyk)

Buyer

KG:kg

pc: Donna Craig, Supervisor, Operations
Nancy Maria Righton, User Operations Support Assistant

RICHMOND
Island City, by Nature