

The Corporation of the City of Cornwall

Request for Proposal 20-P07 Supply and Maintenance of Digital Multifunction Devices

Appendix A – Terms of Reference

Our Purpose

The Corporation of the City of Cornwall is looking to establish a relationship with a Proponent who will replace the current fleet of digital multi-function devices with Original Equipment Manufacturers (OEM) equipment that best meets the needs of each individual location as well as providing a robust, flexible, open hardware platform which can support technological growth in areas such as scanning, faxing, document imaging as per the Terms of Reference.

The Corporation invites proposals from qualified Proponents for the supply, delivery, installation, maintenance, repair, training, supply of consumables and all other associated costs for the required multi-function devices for the duration of the contract. All costs will be included in the monthly lease and cost per copy pricing for approximately ±50 digital multi-function devices at various locations within the Corporation for a period of five years as outlined in the Request for Proposal (RFP).

The multi-function devices are located throughout the City of Cornwall along with a few satellite locations. The satellite locations that form part of this RFP are presently located in Alexandria, ON and Winchester, ON. The Corporation reserves the right to add additional locations as they become necessary at the contract rate per multi-function devices.

1. Original Equipment Manufacturer (OEM) Letter of Agreement

Proponents must warrant that it holds the right to distribute the products and that all manufacturer and distributor licenses, agreements and warranties are in place. Further, it is very important that a letter from each manufacturer, whose products are being offered, confirming their support to the Proponent for the contract period accompany your proposal. Failure to supply the appropriate letter from the Manufacturer may disqualify the offer.

2. Period of Contract

The contract with the successful Proponent shall be for a five-year period commencing on the first day of the month following the date that all multi-function devices included in the initial listing have been installed.

The pricing will remain firm for the duration of the contract with the possible exception for a reduced lease cost applicable to potential extension periods.

There will be an option to extend the lease agreement for a further one year with no increase in leasing or maintenance costs to the Corporation or a one-year extension upon mutual consent of both parties with a reduced Lease Agreement cost.

There will also be the option to further extended the lease agreement on a month-to-month basis at the same rates as last agreed to, either the rates from the initial five-year agreement or the rates established through a one-year contract extension upon mutual consent of both parties.

There will be no automatic renewals of any contracts. The Corporation reserves the right to terminate the contract or parts thereof for any reason, without penalty or obligations to the Corporation, upon provisions of thirty (30) days written notice.

3. Proponent Experience, Qualifications and Information

a) Key Project Team Personnel

The Corporation is looking for an experienced, qualified Proponent to undertake this contract. Proponents are required to provide a Proponent Profile including experience in similar contracts (completed Appendix F).

The Corporation reserves the right to contact references or other known users of the proposed equipment in order to solicit their experiences using the multi-function devices. The Corporation may also visit these sites in order to make their own determination of the multi-function devices. The Corporation may use the information gained through these contacts as part of the evaluation process.

Proponents shall provide full contact information for a designated Customer Account Representative who will coordinate the work as well as be available throughout the term of contract to discuss issues as requested by the Corporation.

Proponents shall also provide full contact information for a Customer Service Representative who will be available to provide support in the event that the senior level representative is unavailable.

For individuals named above, please provide titles along with relevant skills and experience. Please describe the proposed individuals experience in contracts of similar size and complexity.

Such named Customer Account Representatives shall have full legal authority to commit and bind the Proponent. The Customer Account Representative's responsibilities will be to coordinate placement of all equipment including new requests, in coordination with the Corporation's Representative. The Customer Account Representative will efficiently manage the equipment fleet while maintaining complete customer satisfaction.

The detailed duties of the Customer Account Representative will include, but not be limited to:

- daily enquiries on multi-function devices, operations and acceptance of orders
- serve as a main point of contact for the receipt of all orders, scheduling installation and training services
- serve as the first point of contact for any equipment related issues. If messages are left in voicemail, the Customer Account Representative must respond to the requesting Corporation's authorized representative within the prescribed amount of time indicated in this RFP
- coordinate the scheduling of all preventative maintenance and the scheduled replacement of supplies
- verify the accuracy of all invoices and will investigate any discrepancies - this includes resolving all invoice related issues including overdue payments directly with the Corporation's Accounts Payable - accpay@cornwall.ca.
- contact the Corporation's Representative to ensure all repairs were performed to the requirements of this contract - this includes ensuring ongoing equipment uptime, service response time and expediting any parts which may have to be installed
- ensure that meter readings are obtained on a regular basis and, therefore be responsible for the accuracy and verification of meter readings in accordance with the requirements of this contract

- coordinate the installation of replacement equipment, either temporary or permanent
- be the primary point of contact for all correspondence between the Proponent and the Corporation

b) Escalation Procedure

In the event that problems or areas of concern arise that cannot be remedied by the individuals proposed to the Corporation's satisfaction, please indicate what procedures would be used by the Proponent to elevate the issues to a more senior level. Please provide the names, titles, and contact information of the individuals mentioned in the escalation procedure.

c) Transition / Installation

Proponents are required to submit a detailed schedule indicating how the transition of equipment will take place. Proponents are to identify the manner in which the training will be offered.

4. Proposed Equipment

a) Equipment Offered

Proponents are to include with their submission, information about the equipment quoted including a completed Appendix I - Multi-function Devices Specifications. This information shall include the manufacturer's name, make and model number and any other pertinent technical information that the Proponent may wish to include. This information shall be included with the submission of the proposal. Proponents shall furnish any additional information that may be requested by the Corporation within five business days of any request. This information will form part of the evaluation. All products (including network connectors, cables and fasteners, etc.) must be clearly identified by manufacturer name, make and model number.

The successful Proponent shall be required to provide upgrading and/or downgrading of equipment as is necessary, and/or the installation of additional equipment which may be required during the term of the contract. The upgrading and/or downgrading must be by mutual consent of both parties. However, it should be noted that the rental agreement for additional units or for units upgraded/downgraded will be terminated at the end of the contract or extension period(s). Any additional equipment required throughout the term of this contract will become co-terminus with the original contract.

It is the intention of the Corporation to award this contract to one Proponent who can address the requirements of this RFP. Therefore, Proponents must propose suitable equipment for each required location from one manufacturer.

b) Funding

This proposal is not a commitment by the Corporation of the City of Cornwall to accept all the multi-function devices listed in this document. The Corporation reserves the right to increase or decrease the quantity of multi-function devices as may be determined by available funding or changing Departmental requirements during the contract period at the contracted rates.

c) Equipment

All multi-function devices supplied through this RFP will be new OEM equipment with no remanufactured or used parts for the first three years of the contract. Equipment will be new, state of the art, currently being manufactured and consistent with recommended volumes of the manufacturer. New equipment is defined as newly assembled for the first time use with new components.

Remanufactured equipment is not considered to be new and will not be acceptable for the first three years of this contract. Remanufactured equipment may be considered for years 4 and 5 of the contract and shall be like-new with identical cost structure and able to meet the user requirements and must operate according to the original specifications and uptime. All remanufactured equipment must be approved by the Corporation prior to being accepted for use. Additional units placed during the term of the contract shall expire at the same date and shall become co-terminus with the original contract.

All parts that are required to be added or changed throughout the period of contract must be new OEM parts. Replacement parts shall be available for all equipment supplied for the complete duration of the contract.

The Corporation requires that the proposed equipment for use be available ninety-five percent (95%) of the business hours over a one (1) month period and further that the number of incidents of the equipment not being available for the Corporation's use shall not exceed three (3) events over the month. The Corporation may require that equipment not meeting the standard be replaced by a multi-function device capable of meeting the requirements. The replacement multi-function devices will in no way be allowed to be less functional. Multi-

function devices of higher quality may be accepted by the Corporation at the rate of the model replaced.

The multi-function devices must be user friendly for the average person to produce acceptable copies.

The multi-function devices must have the ability to produce acceptable black and white copies as well as colour and the capability to produce acceptable copies where originals are printed in blue ink and capabilities of processing good copy reproduction from all coloured stock. All multi-function devices shall be capable of printing on virgin and recycled paper.

All multi-function devices proposed shall include the ability to automatically produce 2-sided copies from 2-sided originals and have colour scanning capabilities.

The multi-function devices proposed shall use dry toner only and not require special or coated paper.

The multi-function devices must be equipped with tamper proof counter for recording total number of copies produced.

The multi-function devices are used in office settings and sometimes are in close proximity to personnel. As such, noise levels are an important criteria. Please indicate the decibel level for each of the proposed models.

The successful Proponent will be required to supply digital multi-function devices with the necessary features and accessories for all categories listed.

Proponents shall allow for technical upgrades to multi-function devices over the life of the contract(s) with no extra cost to the Corporation. The agreement for the request for proposal will terminate at the end of the contract or extension period(s) regardless of the number of additional units that were installed during the contract or extension period(s).

At the agreement of the Corporation, the successful Proponent may install multi-function devices of better quality or with additional features in excess of the requirements; however, the cost to the Corporation will not exceed the prices quoted.

All equipment proposed shall be Energy Star 1.1 compliant.

The Corporation will work with the successful Proponent to optimize the setup of each multi-function device if adjustments are required.

Each multi-function device supplied during the lifetime of the contract will be delivered with English language user manuals (hard copy or electronic copy).

d) Trial Period

The Corporation will require the preferred Proponent to supply fully installed and functional multi-function devices at the following locations for a period of three weeks to verify that the multi-function device is able to function as stated. There will be no cost to the Corporation for this trial period.

1. One desktop unit (\pm 30-35 ppm colour multi-function device) at City Hall, Human Resources, 360 Pitt Street
2. One unit (40-45 ppm colour multi-function device) at Water Purification Plant, 861 Second Street West
3. One unit (60-65 ppm colour multi-function device) in Finance, 100 Water Street

Proponents will have five (5) working days from the time of official written notification to supply the fully installed multi-functional device and provide the required training in order for the Corporation staff to be able to utilize the multi-function device.

Requesting a Proponent to supply a trial multi-function device is no guarantee of award and does not indicate anything other than that the Corporation wishes to execute a trial of the equipment offered to verify specifications, functions, etc.

e) I.T.T Connectivity

Proponents are required to identify the I.T.T connectivity requirements. Currently at each multi-function device location is electrical power, voice and data outlets. The data connection is to an Ethernet network.

Proponents are to supply, if applicable, any other required elements for connectivity including the electrical wiring and outlets required for each model of multi-function devices proposed.

All electrical installations must be in accordance with the Electrical Code of the Province of Ontario. All electronic equipment (computers, etc.) must be C.S.A. approved, U.L.C. listed and approvals must be attached to the equipment in a visible location.

f) Hard Drive Security

The successful Proponent will ensure all multi-function devices with hard drives shall have their hard drives securely erased or destroyed when removed from service or when drives are replaced.

If drive wiping is employed, a certificate ensuring that the erasure procedure meets CSEC ITSG-06 triple overwrite or Secure Erase standards must be provided to Purchasing Services. If physical destruction is employed, a certificate attesting to that destruction must be provided to the Corporation.

g) Monitoring and Device Management Software

The successful Proponent shall have software to enable each agency to manage their printing devices, including service management, asset management, remote administration and reporting through a single application. Please identify any additional benefits the application has that would be an enhancement.

The successful Proponent shall ensure there is compatibility between all software, hardware and all functions of the multi-function devices.

Minimum Equipment Requirement by Location

All equipment listed will require the following functions/accessories unless otherwise stated:

30-35 ppm Desktop Units

- Colour
- Duplexing
- Fax
- Colour and Searchable PDF Scan

40-45 ppm and 60-65 ppm Stand Alone Units

- Colour
- Duplexing
- Fax
- Colour and Searchable PDF Scan
- 3 Storage Trays
- 1 Output Tray

- Stapling
- Booklet (with Folding and Saddle Stitching)
- Three-Fold
- Hole Punch (Punch Kit)
- Print from anywhere from City-issued desktop PCs, laptops, mobile phones or tablets and held securely in a personal print queue
- Personal secure print queue for all print jobs
- Authentication at the device by card login and/or PIN code

Minimum Specifications for the Finance Scanners (2)

- Single & multiple page document feeder with a minimum 50 page capacity with the ability to feed and scan non-standard document sizes.
- Duplexing, Automatic Image Orientation, Kofax VRS, Batch Scanning, able to separate into separate files (files created per page or by blank pages within batch).
- Windows 10 fully supported, OCR, Setup paths to scan documents to a specific folder and
- The ability to select the preferred network folder from the scanner, Security authenticated users.
- Small form factor - (these two devices will be located on the desks).

<u>City of Cornwall Locations</u>	<u>Addresses</u>
Aquatic Centre	100 Water Street East
Benson Centre	800 Seventh Street West
City Hall	360 Pitt Street
Cornwall Civic Complex	100 Water Street East
Economic Development	100 Water Street East
Finance	100 Water Street East
Fire Services -East End	1351 Second Street West
Fire Services – Headquarters	10 Fourth Street West
Glen Stor Dun Lodge (GSDL)	1900 Montreal Road
Municipal Works	1225 Ontario Street
Ontario Works	340 Pitt Street
Optimist Park	301 Sunnyside Avenue
Paramedic Services	601 Campbell Street
Transit	863 Second Street West
Wastewater Treatment Plan	2800 Montreal Road
Water Purification Plant	861 Second Street West

<u>Satellite Offices</u>	<u>Addresses</u>
Social Services and Child Care	60 Anick Street Suite 100, Alexandria 530 Fred Street Suite G4, Winchester

Location	Speed (ppm)	Accessories
City Hall • CAO	30-35 ppm Desktop Unit	
City Hall • Administrative Assistant to Mayor and CAO	30-35 ppm Desktop Unit	
City Hall Mayor and CAO Common Area	30-35 ppm Desktop Unit	
City Hall • HR Outer Offices	30-35 ppm Desktop Unit	
Civic Complex • Building and By-law Service Counter	30-35 ppm Desktop Unit	
Finance • Accounts Payable	30-35 ppm Desktop Unit	
Finance • Purchasing	30-35 ppm Desktop Unit	
Fire Services • East End	30-35 ppm Desktop Unit	
GSDL • Reception Area	30-35 ppm Desktop Unit	
GSDL • Outreach	30-35 ppm Desktop Unit	
Municipal Works • First Floor Front Office	30-35 ppm Desktop Unit	
Municipal Works • Garage	30-35 ppm Desktop Unit	
Ontario Works • Third Floor Fraud Division	30-35 ppm Desktop Unit	

Ontario Works <ul style="list-style-type: none"> • Social Services Outside Housing Access 	30-35 ppm Desktop Unit	
Ontario Works <ul style="list-style-type: none"> • Outside File Room on Fourth Floor 	30-35 ppm Desktop Unit	
Paramedic Services <ul style="list-style-type: none"> • Front Office 	30-35 ppm Desktop Unit	
Paramedic Services <ul style="list-style-type: none"> • Logistics 	30-35 ppm Desktop Unit	
Paramedic Services <ul style="list-style-type: none"> • Medics 	30-35 ppm Desktop Unit	
Transit <ul style="list-style-type: none"> • Garage 	30-35 ppm Desktop Unit	
Water Purification Plant <ul style="list-style-type: none"> • Operators' Room 	30-35 ppm Desktop Unit	
City Hall <ul style="list-style-type: none"> • HR Inter Offices 	40-45 ppm Stand Alone Unit	
Civic Complex <ul style="list-style-type: none"> • Building and By-law Common Room 	40-45 ppm Stand Alone Unit	
Civic Complex <ul style="list-style-type: none"> • Cornwall Business Enterprise Centre 	40-45 ppm Stand Alone Unit	
Fire Services <ul style="list-style-type: none"> • Headquarters 	40-45 ppm Stand Alone Unit	
GSDL <ul style="list-style-type: none"> • Fourth Floor Nursing Station 	40-45 ppm Stand Alone Unit	
Municipal Works <ul style="list-style-type: none"> • First Floor Back Offices 	40-45 ppm Stand Alone Unit	
Municipal Works <ul style="list-style-type: none"> • Second Floor 	40-45 ppm Stand Alone Unit	
Ontario Works <ul style="list-style-type: none"> • Social Services on Third Floor 	40-45 ppm Stand Alone Unit	

Ontario Works • Office Near Lunchroom on Fourth Floor	40-45 ppm Stand Alone Unit	
Ontario Works • Near Back Door on Fourth Floor	40-45 ppm Stand Alone Unit	
Ontario Works • Offices on Fourth Floor	40-45 ppm Stand Alone Unit	
Ontario Works • Alexandria	40-45 ppm Stand Alone Unit	
Ontario Works • Winchester	40-45 ppm Stand Alone Unit	
Ontario Works • Richelieu Daycare	40-45 ppm Stand Alone Unit	
Optimist Park	40-45 ppm Stand Alone Unit	
Paramedic Services • Main Hallway	40-45 ppm Stand Alone Unit	
Transit • Main Office	40-45 ppm Stand Alone Unit	
Wastewater Treatment Plant • Main Office	40-45 ppm Stand Alone Unit	
Water Purification Plant • Front Office	40-45 ppm Stand Alone Unit	
Aquatic Centre	60-65 ppm Stand Alone Unit	4000-Sheet Tray and Hard Disk Drive
Benson Centre	60-65 ppm Stand Alone Unit	4000-Sheet Tray and Hard Disk Drive
City Hall • Mail Room	60-65 ppm Stand Alone Unit	4000-Sheet Tray and Hard Disk Drive
City Hall • Tax Office	60-65 ppm Stand Alone Unit	(a) 4000-Sheet Tray and Hard Disk Drive (b) Possible 4000-Sheet Tray for 8x14
Civic Complex • Planning	60-65 ppm Stand Alone Unit	4000-Sheet Tray and Hard Disk Drive
Economic Development • Main Office	60-65 ppm Stand Alone Unit	4000-Sheet Tray and Hard Disk Drive

Finance • Main Office	60-65 ppm Stand Alone Unit	4000-Sheet Tray and Hard Disk Drive
GSDL • Administration Area	60-65 ppm Stand Alone Unit	4000-Sheet Tray and Hard Disk Drive
Ontario Works • Day Care on Third Floor	60-65 ppm Stand Alone Unit	4000-Sheet Tray and Hard Disk Drive

Summary of Minimum Equipment Requirement- Speed, Functions & Accessories

All equipment listed will require the following functions/accessories unless otherwise stated:

Quantity	Speed	Accessories
21	30-35 ppm Desktop Units	
20	40-45 ppm Stand Alone Units	
9	60-65 ppm Stand Alone Units	4000-Sheet Tray and Hard Disk Drive
2	Scanners	

Total of 50 digital multi-function devices and 2 scanners required.

h) Supplies

All supplies required for the operation of the multi-function devices shall be included in the per copy price all consumables (ie. staples, toner, developer, belts, plates, drums, fuser oils, etc.)

Supplies furnished shall be fresh and suitable for use in the equipment installed and meet the manufacturer's guaranteed copy yield. The successful Proponent shall have an Automatic Toner Replenishment Program, a just-in-time supplies delivery mechanism that utilizes remote monitoring software to report current supplies status levels to a central database maintained by the Proponent.

i) Acceptance After Installation

Once the equipment has been successfully trialed and a contract has been awarded, the equipment being installed shall be subject to an acceptance test.

The equipment shall be deemed to have passed such acceptance test if and when, after installation of the equipment on the City of Cornwall property:

- i) The Proponent or its authorized representative has executed diagnostic routines on the equipment and the Proponent certifies to the Corporation that the equipment is ready for use; and
- ii) For a period of ten (10) consecutive business days, each containing at least seven (7) hours of operational use time, the equipment has maintained a level of performance of at least 95%; and
- iii) The Corporation has executed, on the equipment, such series of tasks and verification procedures as the Corporation may require enabling the Corporation to determine that the equipment performs in accordance with the equipment specification.

If the installed equipment does not pass the acceptance test, the equipment that failed the test must be removed and replaced by new equipment. The replacement equipment will also be subject to an installation test.

Multiple failures of acceptance tests could result in the Corporation cancelling any agreements in place.

j) Maintenance, Service and Serviceability

Proponents will be required to demonstrate their capability to provide preventative maintenance and on-call maintenance and repair, within four (4) hours for all products contained in this submission, except for the nine (9) large-capacity 60-65 ppm stand alone units, which require service within two (2) hours. (See maintenance and service Table included below). The successful Proponent shall be fully responsible for keeping the multi-function devices in good working condition and for performing automatic and preventative maintenance on all multi-function devices.

Should a multi-function device demonstrate itself to be ineffective, it shall be replaced with a new machine at no cost to the Corporation. Multi-function devices that have non-functioning options, illegible copies, jam repeatedly or are unusable despite maintenance and repairs, shall be considered ineffective. If for some reason(s) a multi-function device is expected to be out of service or if copies are illegible for more than 48 hours, a replacement machine, with the same capabilities, is to be provided for use at no additional cost to the Corporation.

In the event that the equipment installed proves to be unreliable to the extent, in the sole opinion of the Corporation, that an unreasonable number of service calls are required, the Proponent shall, upon the request of the Corporation, within seventy-two (72) hours of the said notice, remove and replace the defective equipment with a new and identical or better model machine, without any cost to the Corporation. Under no circumstance will a machine that has been removed due to being unreliable, ineffective, defective etc., be allowed to be used at a later time as part of fulfillment of this contract.

Should the Proponent and the Corporation be unable to resolve the issue of this performance guarantee or be unable or unwilling to supply equipment which is capable of performing reliably without an inordinate amount of service calls, then the Corporation at its sole discretion shall suspend payments without penalty until such time as equipment is provided which performs reliably as defined above.

The Proponent will be required to provide on-site technical maintenance and service, including all parts and labour during normal working hours, Monday to Friday, 08:30 to 16:30 hours, legal holidays exempt (most locations are closed between Noon and 1:00 pm).

The emergency service call response time must not exceed four (4) hours. However, for the nine (9) large capacity 60-65 ppm units, the response and repair or replacement time must be completed within two (2) hours during emergency/rush periods. Repair time or replacement with a comparable temporary machine must be completed within two (2) hours.

As in all businesses, there are emergency periods which require quicker response periods:

Service Call	Call back	Expected Repair time	Issues
Regular	2 hours	24 hours	Minor functions / Non-urgent period
Urgent	2 hours	6 hours	Reduced production ability / upcoming rush period
Emergency Nine (9) large capacity 60-65 ppm units	1 hour	2 hours	Incapable of producing legible copies and / or rush period

Maintenance on all multi-function devices must be performed on a quarterly basis or as per the Manufacturer's specifications. All preventative maintenance, repairs and any other work performed on the fleet such as inspection, cleaning, lubrication and adjustment of the equipment shall be performed as per the OEM specifications or as otherwise agreed between the Corporation and the successful Proponent in order to maintain the fleet in good working order.

Proponents must supply information concerning hazardous materials used, with accompanying Material Safety Data Sheets (M.S.D.S). An M.S.D.S. sheet shall be provided for each chemical used per machine to Purchasing Services. M.S.D.S. sheets may be provided to Purchasing Services by email at purchasing@cornwall.ca.

Proponents must submit details of their service and maintenance programs including a completed Appendix G – Maintenance. This shall include number of available network technicians, present average response time to service calls and average downtime per service call. Each machine must display, in a prominent place, a label showing the telephone number(s) to be used for service, technical support and supplies.

All maintenance/service personnel must be authorized to perform maintenance/service on the fleet as recognized by the manufacturer. Proponents should submit proof of the authorization with their submission.

k) Training

The successful Proponent shall ensure that Corporation employees from each division / section be thoroughly trained on the use of the machine as well as the safety procedures to be followed when using the equipment and shall offer ongoing training so that Corporation employees may increase their skills. All such training shall be included in the cost of the multi-function devices. Proponents shall include a detailed training plan with their submission.

l) Value Added Features/Benefits/Services

Proponents are encouraged to provide any additional information or innovative equipment and/or services not specifically outlined in the context of this proposal. The Corporation is looking for suggestions and expertise on the options and capabilities based on the information provided. Provide a listing and explanation of value-added features, benefits and services that the Proponent can provide through this contract. An example of value-added features would be accessibility features of the multi-function devices that would help accommodate operators.

m) Pricing

All prices must be quoted on Appendix H - Pricing Form in Canadian dollars and shall include all taxes (shown separately), duty, custom clearances, tariffs and exchange, environmental fees, stewardship fees and all other charges shall be deemed included in the price quoted. All prices quoted must be F.O. B. delivered and installed to the locations stipulated.

Except for sales tax abnormalities, all price(s) shall remain firm for the duration of the lease agreement.

Prices quoted shall be on a per copy basis to the fourth decimal point ie: \$0.0000 per copy. Lease and copy prices quoted must be all inclusive for the full duration of the lease and its extension. Costs must include the supply and lease of the equipment, installation and removal, preventative and all service, maintenance, parts and labour, repairs, all consumables (ie. staples) and supplies (ie. toner, developer, belts, plates, drums, fuser oils, etc.), and the necessary training of personnel. No other charges will be entertained for this contract as all charges, fees and costs are included in the cost per copy and lease agreement.

Monthly billings will be based on actual meter readings. The Corporation will not accept estimated meter readings. Provide details indicating the process for obtaining and submitting meter readings.

n) Payment

A detailed itemized invoice shall be emailed to the Corporation's Accounts Payable at accpay@cornwall.ca with a copy to clerk@cornwall.ca to be processed for payment provided the equipment and service is acceptable to the Corporation. An invoice for the lease and monthly copy use for all multi-function devices within the Corporation shall be automatically issued every month,

The invoice must be itemized and shall contain the following information:

- equipment model
- equipment location
- monthly meter reading / volumes
- cost of copies per unit
(i.e. machine#, location, monthly reading (cost x reading = \$)
- monthly lease per unit

The Corporation terms of payment are 30 days.

o) Contract Completion

At end of contract, at no cost to the Corporation, the Proponent agrees to remove equipment on the date provided by the Corporation and to provide proof of the erasing of the hard drives.

p) Proponent's Default

Progressive discipline shall be in accordance with the Corporation's "Procurement of Goods and/or Services Policy" FI-2019-09-09-2 and "Supplier Discipline Policy" # FI-2019-09-09-3. Proponents may request a copy of the policies at purchasing@cornwall.ca or may view them on the City's website www.cornwall.ca.

q) Presentations and On-Site Demonstrations

The Corporation may require Proponents, at their own expense, to give technical presentations in support of their proposals or to exhibit or otherwise clearly demonstrate the information contained therein.

r) Toner Cartridge Return Program.

Proponents are required to offer a Toner Cartridge Return Program as part of the contract that would include any materials, such as shipping boxes and labels, and that would also include shipping and/or pick costs. This service shall be offered for every building where multi-function devices have been installed.

s) Proponents Response

In addition to satisfying the mandatory requirements, in order to receive full consideration during evaluation, proposals should be presented in the requested format and should include all the requested information, including the following:

- A completed Appendix D- Machine Requirements
- A completed Appendix F - Company Profile
- A completed Appendix G - Preventative Maintenance as well as a Copy of your Standard Preventative Maintenance and Service Agreement
- A completed Appendix H - Pricing Form
- A completed Appendix I - Machine Specifications as well as Brochures and Specification Sheets for proposed equipment

The above appendices form part of this Request for Proposal and must be downloaded for the website at <http://bids.cornwall.ca>

Proposed Project Schedule

Item	Date
Issue of RFP	May 27, 2020
Deadline for Questions	June 13, 2020
Deadline for Submission	July 3, 2020
Demonstrations / Interviews	July 28-29, 2020
Trial Period	August 5, 2020 (for a duration of 21 days)
Award of RFP – Council Meeting	September 14, 2020
Implementation Commencement	October 10, 2020
Implementation Completion	October 30, 2020

Note: although every attempt will be made to meet dates as listed, the Corporation reserves the right to modify any or all dates at its sole discretion.at its sole discretion.