

**Date:** 2020-12-18

**Subject:** **Request to Begin Procurement – Multi-functional Print Services, Print Shop Print Services and Printing as a Service - Specialized**

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**Report Number:** Corporate Support Services-2021-050

**Recommendations:**

1. THAT the report titled “**Request to Begin Procurement – Multi-Functional Print Services, Print Shop Printing Services and Printing as a Service – Specialized**” to the Committee of Council meeting of January 20, 2021, be received; and
2. THAT the Purchasing Agent be authorized to commence procurement of Multi Functional Print Services, Print Shop Printing Services and Printing as a Service – Specialized.

**Overview:**

- **This report is to obtain Council authority to begin procurement of the Print Services for the City of Brampton for a Five (5) Year Period.**
- **The City has a requirement to provide print services for:**
  - **Office Multi and Single Function Printer Fleet**
  - **Print Shop**
  - **Additional Print Services such as specialized printers and printing**
- **There are 108 locations being serviced by the printer fleet.**
- **The equipment in the dedicated Print Shop provides high volume print and specialized print services.**
- **There are additional Print Services that the City needs a vendor to provide including 3D printing, laser cutting and engraving.**

## **Background:**

### Printer Fleet

The City provides printers across 108 locations for standard printing needs including:

- Black & White and Colour
- Single sided and Duplex (double sided)
- Various paper sized
- Finisher functionality (stapling, hole-punching, collating)

The printers located throughout the City are scaled to meet low to medium printing volumes associated with day to day activities. High volume print requirements or other specialist printing is redirected to the Print Shop.

### Print Shop

The print shop has the capability to print high volume jobs, booklets, binders, postcards, business cards, greeting cards, numbered tickets, score cards, lanyards, custom cut cards and magnets, posters, banners, easel mounts, NCR and numbered forms, glass and wall decals, architectural drawings.

They also provide document scanning, cut & fold paper and provide prepress & document setup.

## **Current Situation:**

Currently, the printer fleet and Print Shop equipment are supplied and maintained by Ricoh on a 5 year contract. The original equipment supplied is reaching 5 years old, printing requirements for some areas have changed and additional capability is required to meet current and future printing requirements of the City.

## **Scope of the Project:**

The City requires a Managed Print Services provider that is able to deliver high reliability, 'best in class' equipment and services that are flexible to the diverse requirements of the City Departments. The project involves supply of equipment, on demand services, consumables and comprehensive reporting.

The implementation would be rolled out in two phases:

1. Multi-function printers
2. Print Shop printers

The scope of work defined in the RFP will include:

- Help Desk services;
- Print needs and operational efficiency assessments;
- Deployment & installation services;
- User/operator training;
- Device decommissioning and drive wipe services;
- Break/fix & preventative maintenance services; and
- Consumable supplies;

**Corporate Implications:**

Purchasing Comments:

A public procurement process will be conducted and submissions will be evaluated in accordance with the published evaluation process within the procurement document. Purchase approvals will be obtained in accordance with the City’s Purchasing By-Law. All communications with Bidders involved in the procurement must occur formally, through the contact person identified in the procurement document.

Financial Implications:

Sufficient funding available within the Digital Innovation and Information Technology operating budget. Should additional funding be required due, it will be requested in a separate report back to Council.

**Term of Council Priorities:**

This report fulfills the Council Priority of a Well-run City by improving the day-to-day operations of the corporation by streamlining service delivery, effectively managing municipal assets and demonstrating value for money of City programs and services.

**Conclusion:**

It is recommended that Council authorize the Purchasing Agent to commence procurement for Multi Functional Print Services, Print Shop Printing Services and Printing as a Service – Specialized.

Authored by:

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**Attachments:**