

**Date:** 2020-01-30

**Subject:** **SUPPLEMENTARY REPORT - Request to Begin Procurement – Multi-Functional Printers and Services, Print Shop Printers and Services, Specialized Printers**

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**Report Number:** Corporate Support Services-2021-176

**Recommendations:**

1. THAT the report titled “**SUPPLEMENTARY REPORT - Request to Begin Procurement – Multi-Functional Printers and Services, Print Shop Printers and Services, Specialized Printers**” to the Committee of Council meeting of February 3, 2021, be received;
2. THAT the report titled “**Request to Begin Procurement – Multi-Functional Printers and Services, Print Shop Printers and Services, Specialized Printers**” to the Committee of Council meeting of January 20, 2021, be received;
3. THAT the Purchasing Agent be authorized to commence procurement of Multi-Functional Printers and Services, Print Shop Printers and Services and Specialized Printers.

**Overview:**

- This Supplementary report has removed all references and content related to specialized printing services which are no longer in scope for this RFP.
- This report is to obtain Council authority to begin procurement of the Multi-Functional Printers and Services, Print Shop Printers and Services, Specialized Printers for a Five (5) Year Period.
- There are 108 locations with a total of 351 printers being serviced by the Printer Fleet.
- The City’s existing contract(s) for Multi-Functional Printers and Services expires June 30, 2021 and Print Shop expires December 31, 2021. A public RFP process will allow the City an opportunity to upgrade the printer fleet technology to meet departments’ needs and optimize its footprint while potentially generating cost-efficiencies.

## **Background:**

### Printer Fleet

The City provides a fleet of 351 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 Printer Fleet is scaled to meet low to medium printing volumes associated with day to day activities. High volume print requirements or other specialized printing, as required by departments, are redirected to the Print Shop.

This is consumption-based, vendor managed services, in that the City leases the printers, routine operations are supported by IT client services and escalations handled by the vendor.

### 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.

This is consumption-based, vendor managed services, in that the City leases the printers and routine maintenance is supported by the vendor.

### Specialized Printers

Client departments have expressed needs for specialized printers, not part of our fleet and for which the city does not have the knowledge or capacity to support. In those circumstances, City staff has had to spend considerable amount of time and effort in seeking potential solutions including conducting market research and inquiring with various vendors and partners. It would be efficient and beneficial to the City that we use the services of printing technologies vendors for that purpose, hence the inclusion of the requirement in the scope of the RFP. The service will be on demand and as required to fulfill departmental needs. Cost will be covered by the requesting client departments.

## **Current Contract(s):**

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 RFP:**

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 (current fleet replacement), with the addition of specialized printers component.
2. Print Shop printers (current printer replacement)

The scope of work defined in the RFP will include:

- Vendor Help Desk services;
- Print needs and operational efficiency assessments;
- Deployment & installation services;
- User/operator training;
- Device decommissioning and drive wipe services;
- Annual evaluation and right sizing of the organization based on print history
- Annual review of technologies as the industry changes
- 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:

The combined printing services procurement requires an estimated \$3.3M maximum spend over a period of five years. Budget estimates serve as a benchmark based on current spending with a yearly increase for copy volume of 10%. However, with this RFP, staff are hoping to right size the organization and optimize technology to actually realize savings versus additional costs.

Forecasted Costs June 2021 to June 2026

	Estimate \$	Notes
Printer Fleet	\$2,250,000	Funded from various cost centers throughout the organization (Account 201171 – Printer Lease)
Print Shop	\$ 750,000	Funded from Cost Center 0129 (DI&IT Print shop)
Specialized Printers, moves, repairs as needed	\$ 300,000	Funded from various cost centers, accounts and capital projects as appropriate and authorized throughout the organization
<b>TOTAL</b>	<b>\$3,300,000</b>	

Current print volumes 2016 (six months only) to 2020 (inclusive)

Printer Fleet total volume – **63,845,565** (50,289,009 BW, 13,556,556 Color)

Print Shop total volume – **8,770,784** (large and/or specialized print jobs)

Current Cost breakdown July 2016 to June 2021 (inclusive)

	Actual \$	Additional Notes
Printer Fleet	\$2,163,500	2016 was only 6 months as contract started in July; Print Fleet costs increased every year progressively; 2019 was highest at \$447,000.
Print Shop	\$ 617,430	This is a projected 5 year figure as this contract expires in December 2021. Projected spend for 2021 is \$123,500.00 included.
Specialized Printers as needed	\$ 362,000	Special Plotters, 3D Printers, Cheque Printers, moves, Client damage repair
<b>TOTAL</b>	<b>\$ 3,142,930</b>	

Staff are requesting a 5 year contract based on the time, effort and complexity of replacement of technology across the corporation. Hardware, software, security and network connectivity are just some of the complicated characteristics of this procurement. Going with a shorter period will add to the overall cost of service (including procurement and implementation) and place undue pressure on staff, with no added benefit to client departments and the Corporation. To address the issue of technology currency and rightsizing, the successful vendor will review and analyze the organizations size and usage every year and make proper adjustments.

**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 Printers and Services, Print Shop Printers and Services, Specialized Printers.

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