



COQUITLAM PUBLIC LIBRARY

REQUEST FOR PROPOSAL

Multi-Function Devices:
Fleet Replacement & Public Printing System

RFP #2026-02

Issue Date: June 11, 2026

RFP CONTACT

All enquiries must be made in writing and the enquiries regarding the RFP must be addressed to:

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PART 1: INVITATION AND SUBMISSION INSTRUCTIONS

1.1 STATEMENT OF NEED

The intent of this Request for Proposal (RFP) is to secure a qualified vendor to supply, install, configure, and maintain a fleet of Multi-Function Devices (MFDs) for Coquitlam Public Library (CPL) under a 5.5-year lease agreement. The new fleet will replace CPL's end-of-life devices and significantly improve printing experience for staff and library customers, reliability, accessibility, and sustainability and environmental performance

The successful Proponent will provide a complete solution including delivery, installation, configuration, end-to-end network integration including CPL's public printing platform (i.e. Envisionware: LPT One with Princh MobilePrint Service) and designated pay system (i.e. coinbox), staff training, quarterly reporting, and ongoing service and maintenance. The solution must also include service coverage for three (3) existing CPL-owned MFDs described in Current Hardware (Appendix F).

There are minimum requirements outlined in RFP Particulars (Appendix A). Providing these minimum requirements can be met, CPL encourages innovative approaches that enhance public usability, accessibility, and operational efficiency.

1.2 TERMINOLOGY

Throughout this RFP, terminology is used as follows:

- "Contract" means the written agreement or purchase order resulting from this Request for Proposal awarded to and/or executed by Coquitlam Public Library and the successful Proponent;
- "Contractor" means the successful Proponent to this Request for Proposal who enters into a written Contract with Coquitlam Public Library for the provision of the services;
- "CPL" means Coquitlam Public Library;
- "Material", "Materials", "Supplies" shall, unless otherwise specified, mean anything and everything other than persons or the Contractor's equipment which is manufactured, processed, or transported to the site, or existing on the site, and incorporated into the services;
- "MFD" means Multi-Function Device, i.e. all-in-one machine that supports printing, copying, scanning, and faxing
- "must", "mandatory" or "required" means a requirement that must be met in order for a Proposal to receive consideration;
- "Proponent" means a party, a company or an individual, that has obtained a copy of this Request for Proposal and submits, or intends to submit, a Proposal in response to this "Request for Proposal";
- "Proposal" means the submission by the Proponent in response to this RFP;
- "RFP" means Request for Proposal;
- "Services", "Work" means all activities, deliverables, and obligations required to provide the multifunction device (MFD) solution described in this RFP. This includes, but is not

limited to, the provision, delivery, installation, configuration, and ongoing support of all equipment, as well as any required transportation, supplies, tools, software, and related sub-services necessary to fulfill the requirements;

- “shall”, “will”, or “should” means a requirement having a significant degree of importance to the objectives of the Request for Proposal;
- “Sub-contractor” means a sub-contractor having a contract with the successful Proponent to this Request for Proposal for the performance of any part of the work; and
- “Work” means the goods, all services and deliverables to be provided by the Contractor, and as described in this RFP.

1.3 BACKGROUND

Coquitlam Public Library (CPL) serves a population of approximately 175,000 across two branches (City Centre and Poirier) and a mobile library (Library Link). A third branch is currently in planning. CPL welcomes approximately 900,000 visitors annually and provides extensive public computing, printing, scanning, and copying services.

CPL currently operates a mixed fleet of leased and owned MFDs. The leased devices are at end-of-life and require replacement. Four leased devices and three owned devices support staff operations; three leased devices support public printing (two at City Centre, one at Poirier).

Each public printer is deployed as a public print/scan/copy device and is attached to a workstation that serves as the local controller for print release. The workstation runs EnvisionWare LPT:One to manage print queues from public PCs and integrates with Princh MobilePrint Service for mobile, email-to-print, and web-submitted jobs. Payment is processed through an ITC 5400 series coin-box pay station, which supports coin acceptance.

Public printing is a high-volume, high-touch service, and the current user interface requires frequent staff intervention. CPL seeks a modern, intuitive, reliable printing experience that supports:

- Public printing from library computers
- Mobile and web-based printing, including email-to-print, via Envisionware LPT:One and Princh
- Payment through coin-box pay station hardware with card/tap transactions depending on configuration.

The new fleet will consist of seven (7) leased devices and three (3) existing owned devices to be included in the service plan. Of these, three (3) devices will serve as public-facing printers. CPL is also considering two (2) optional additional public-facing devices (one at each branch).

1.4 MANDATORY REQUIREMENTS

The following items are mandatory requirements for this RFP:

Name:	Type:	# of Files	Requirement
Appendix B: Pricing	PDF	1	Mandatory
Appendix C: Responses	PDF	1	Mandatory
Appendix D: Submission Form	PDF	1	Mandatory
Device Specification Sheets	PDF	1	Mandatory

Any submission that does not meet all 4 mandatory requirements will not be considered.

1.5 RFP TIMETABLE

Issue Date of RFP	June 11, 2026
Deadline for Questions	June 17, 2026
Deadline for Issuing Addenda	June 24, 2026
Submission Deadline	23:59:59 July 1, 2026
Anticipated ranking of proponents	July 22, 2026
Anticipated signing of contract	July 29, 2026

The RFP timetable is tentative only, and may be changed by CPL at any time.

1.6 SUBMISSION OF PROPOSALS

RFP responses must be submitted electronically in the English language.

Proponents must submit their responses in **digital PDF format only** with a covering Email to: Rachel Burke, rburke@coqlibrary.ca

The filename will be in the following format: "RFP#2026-02–Multi Function Devices-Vendor Name". Only emailed responses will be considered.

The deadline for Proponent submissions is **23:59 PST, July 1, 2026**. Late responses or responses dropped off at branch or received by fax or mail will not be considered.

Amendments to a Proposal may be submitted via email, at any time prior to the submission deadline.

A signature confirming the Proponent's intent to be bound to the Proponent's Proposal is mandatory. Submissions shall include the Proponent's name, the authorized signatory's name and contact details, including address, Email, and telephone number. CPL reserves the right to contact the Proponent to seek clarification, information or answer questions pertaining to the Proponent's RFP submission.

Proponent enquiries must only be directed to:
Rachel Burke
rburke@coqlibrary.ca

Information obtained otherwise is not official. CPL shall not be bound or responsible for any explanation, clarification, answers or comments, informal, or otherwise, that have not been incorporated into an addendum to the RFP and posted on BC BID.

All costs with the preparation and submission of a Proposal will be borne solely by the Proponent.

PART 2: EVALUATION, NEGOTIATION, AND AWARD

CPL will conduct the evaluation of proposals and negotiations in the following stages:

2.1 STAGE I – MANDATORY SUBMISSION REVIEW

Stage I will consist of a review to determine which proposals comply with all of the mandatory submission requirements. If a proposal fails to satisfy all of the mandatory submission requirements, the proposal will be rejected. The mandatory submission requirements are set out in **1.4 Mandatory Requirements**.

2.2 STAGE II - PRICING

Pricing will be evaluated according to Appendix B.

Proposals must not exceed the maximum annual lease cost of \$23,500 (excluding GST). The lease must not exceed 5.5 years (66 months), with a maximum cost of \$129,250. Proposals exceeding this price will not move to Stage III.

Consumables (toner, staples, drums/fusers, waste bottles) must be included.

2.3 STAGE III - EVALUATION

CPL will evaluate each qualified proposal on the basis of the non-price rated criteria as requested in Appendix C: Responses.

2.4 STAGE IV – RANKING, INTERVIEWS AND CONTRACT NEGOTIATIONS

2.4.1 Ranking of Proponents and Interviews

After the completion of Stage III, all scores from Stage II and Stage III will be added together and the proponents will be initially ranked based on their total scores.

The proponents with the highest ranked proposals, provided all mandatory requirements and minimum scores are met, to a maximum of three (3) proponents, will each be invited to attend an interview, limited to proponents with scores within five (5) points of the total score of the top-ranked proposal. If no other proponent is within five (5) points of the top-ranked proponent,

CPL will enter into direct contract negotiations with the top-ranked proponent to finalize an agreement.

Proponents invited to an interview will be provided with adequate advance notice. The interviews will be conducted using online meeting technology mutually agreed by both parties. CPL may ask a standard set of questions of each proponent invited during their interview as well as any other questions for clarification or verification purposes.

Interviews will be evaluated and weighted as set out in Evaluation Criteria and, subject to passing all minimum scores for this stage, if any, added to the written proposal total scores to determine final scores and final ranking. CPL also reserves the right to re-visit and adjust prior scores from Stage II based on any information gathered during the interviews.

References will only be contacted for the top-ranked proponent.

The top-ranked proponent will receive a written invitation to enter into a final round of negotiations to finalize the agreement with CPL. In the event of a tie, the selected proponent will be the proponent with the highest score on the non-price rated criteria.

2.4.2 Evaluation Criteria

The following table sets out the categories, weightings and minimum thresholds of the evaluation for the RFP. Proponents who do not meet the minimum threshold will not proceed to the interview portion of the evaluation. Interviews may be required if the highest 3 evaluated proponents fall within 3 points of the top-ranked proponent.

#	Evaluation Category	Weighting (points)	Minimum Threshold
i.	Appendix B: Pricing	40	25
ii.	Appendix C: Responses	60	40
	Subtotal i-iv	100	
v.	References	5	n/a
vi.	Interview (if required)	5	n/a
	Subtotal v-vi	10	
	Total Points	110	

2.4.3 Contract Negotiation Process

Any negotiations will be subject to the process rules contained in the Terms and Conditions of the RFP Process (Part 3) and will not constitute a legally binding offer to enter into a contract on the part of the CPL or the proponent and there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. The terms and conditions found in the RFP Particulars (Appendix A) are to form the basis for commencing negotiations between the CPL and the selected proponent. Negotiations may include requests by the CPL for supplementary information from the proponent to verify, clarify or supplement the information

provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by CPL for improved pricing or performance terms from the proponent.

2.4.4 Failure to Enter into Agreement

If the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, CPL may discontinue negotiations with the top-ranked proponent and may invite the next-best-ranked proponent to enter into negotiations. This process will continue until an agreement is finalized, until there are no more proponents remaining that are eligible for negotiations or until CPL elects to cancel the RFP process.

2.4.5 Notification of Negotiation Status

Other proponents that may become eligible for contract negotiations may be notified at the commencement of the negotiation process with the top-ranked proponent.

PART 3: TERMS & CONDITIONS OF THE RFP PROCESS

3.1: GENERAL INFORMATION AND INSTRUCTIONS

3.1.1. Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP.

A proponent who submits conditions, variations, or contingent statements either as part of its proposal or after receiving notice of selection, may be disqualified.

3.1.2 Proposals in English

All proposals are to be in English only.

3.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed format, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

3.1.4 Information in RFP Only an Estimate

CPL and its advisers make no representation, warranty, or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only, and are for the sole purpose of indicating to proponents the general scale and scope of the Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

3.1.5 Proponents to Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

3.1.6 Proposal to be Retained by CPL

CPL will not return the proposal or any accompanying documentation submitted by a proponent.

3.1.7 No Guarantee of Volume of Work or Exclusivity of Contract

CPL makes no guarantee of the value or volume of work to be assigned to the successful proponent. The agreement to be negotiated with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. CPL may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.2 COMMUNICATION AFTER ISSUANCE OF RFP

3.2.1 Proponents to Review RFP

Proponents should promptly examine all of the documents comprising this RFP and may direct questions or seek additional information in writing to the contact listed above on or before the Deadline for Questions. No such communications are to be sent or initiated through any other means. CPL is under no obligation to provide additional information, and CPL is not responsible for any information provided by or obtained from any source other than the RFP Contact or the bidding system. It is the responsibility of the proponent to seek clarification from the RFP Contact on any matter it considers to be unclear. CPL is not responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

3.2.2 All New Information to Proponents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If CPL, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addendum. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by CPL.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If CPL determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, CPL may extend the Submission Deadline for a reasonable period of time.

3.2.4 Verify, Clarify, and Supplement

When evaluating proposals, CPL may request further information from the proponent or third parties in order to verify, clarify or supplement the information provided in the proponent's proposal. CPL may revisit, re-evaluate, and rescore the proponent's response or ranking on the basis of any such information.

3.3 NOTIFICATION AND DEBRIEFING

3.3.1 Notification to Other Proponents

Once an agreement is executed by CPL and a proponent, the other proponents may be notified directly in writing and will be notified by public posting of the outcome of the procurement process.

3.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within thirty (30) days of such notification. The RFP Contact will contact the proponent's representative to schedule the debriefing. Debriefings may occur in person at CPL's location or by way of conference call or another remote meeting format as prescribed by CPL.

3.3.3 Procurement Protest Procedure

Any proponent with concerns about the RFP process is required to attend a debriefing prior to proceeding with a protest.

If, after attending a debriefing, the proponent wishes to challenge the RFP process, it should provide written notice to the RFP Contact in accordance with applicable procurement protest procedures. The written notice must contain:

- a clear statement as to which procurement the proponent wishes to challenge;
- a clear explanation of the proponent's concerns with the procurement, including specifics as to why it disagrees with the procurement process or its outcome; and
- the proponent's contact details, including name, telephone number and email address.

CPL will send an initial response to acknowledge receipt of the proponent's notice and indicate the date by which CPL will provide the proponent with a formal response.

3.4 CONFLICT OF INTEREST AND PROHIBITED CONDUCT

3.4.1 Conflict of Interest

For the purposes of this RFP, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

- a) In relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:
 - i. having or having access to confidential information of CPL in the preparation of its proposal that is not available to other proponents;
 - ii. having been involved in the development of the RFP, including having provided advice or assistance in the development of the RFP;
 - iii. receiving advice or assistance in the preparation of its response from any individual or entity that was involved in the development of the RFP;

- iv. communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process); or
 - v. engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair;
- b) In relation to the performance of its contractual obligations under a contract for the Deliverables, the proponent's other commitments, relationships, or financial interests:
- i. could, or could be seen to, exercise an improper influence over the objective, unbiased, and impartial exercise of its independent judgement; or
 - ii. could, or could be seen to, compromise, impair, or be incompatible with the effective performance of its contractual obligations.

3.4.2 Disqualification for Conflict of Interest

CPL may disqualify a proponent for any conduct, situation, or circumstances, determined by CPL, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

An existing supplier of CPL may be precluded from participating in the RFP process in instances where CPL has determined that the supplier has a competitive advantage that cannot be adequately addressed to mitigate against unfair advantage. This may include, without limitation, situations in which an existing supplier is in a position to create unnecessary barriers to competition through the manner in which it performs its existing contracts, or situations where the incumbent fails to provide the information within its control or otherwise engages in conduct obstructive to a fair competitive process.

3.4.3 Disqualification for Prohibited Conduct

CPL may disqualify a proponent, rescind an invitation to negotiate, or terminate a contract subsequently entered into if CPL determines that the proponent has engaged in any conduct prohibited by this RFP.

3.4.4 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict-of-Interest declaration set out in the Submission Form (Appendix D).

3.4.5 Proponent Not to Communicate with Media

Proponents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Contact.

3.4.6 No Lobbying

Proponents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent(s).

3.4.7 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion, or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials, or other representatives of CPL; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

3.4.8 Supplier Suspension

CPL may suspend a supplier from participating in its procurement processes for prescribed time periods based on past performance or based on inappropriate conduct, including but not limited to the following:

- a) illegal or unethical conduct as described above;
- b) the refusal of the supplier to honour its submitted pricing or other commitments;
- c) engaging in litigious conduct, bringing frivolous or vexatious claims in connection with the Client's procurement processes or contracts, or engaging in conduct obstructive to a fair competitive process; or
- d) any conduct, situation, or circumstance determined by CPL, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

In advance of a decision to suspend a supplier, CPL will notify the supplier of the grounds for the suspension and the supplier will have an opportunity to respond within a timeframe stated in the notice. Any response received from the supplier within that timeframe will be considered by CPL in making its final decision.

3.5 CONFIDENTIAL INFORMATION

3.5.1 Confidential Information of CPL

All information provided by or obtained from CPL in any form in connection with this RFP either before or after the issuance of this RFP

- a) is the sole property of CPL and must be treated as confidential;
- b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables;
- c) must not be disclosed without prior written authorization from CPL; and
- d) must be returned by the proponent to CPL immediately upon the request of CPL.

3.5.2 Confidential Information of Proponent

Proponents should be aware that CPL is a “public body” subject to the Freedom of Information and Protection of Privacy Act (British Columbia) (“FOIPPA”) and that all material submitted by the proponent will be subject to FOIPPA. A proponent should clearly identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by CPL. The confidentiality of such information will be maintained by CPL, except as otherwise required by law or by order of a court or tribunal or body with jurisdiction to make such an order. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by CPL to advise or assist with the RFP process, including the evaluation of proposals.

Each proponent is responsible for compliance with laws (including FOIPPA) applicable to the collection, use and disclosure of personal information. By submitting a proposal containing personal information (including resumes) the proponent will be deemed to represent to CPL that the proponent has obtained the consent of the applicable individual(s), including the authorization to the indirect collection and use of personal information by CPL for the purposes of this RFP and the associated procurement process. Copies of the obtained authorizations need not be submitted with the proposal, but CPL reserves the right to require proof of such authorization and to reject a proposal if such authorization is not provided as required by applicable law.

The proponent must retain signed authorizations for at least one year. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact. For more information on the application of the Act, go to https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96165_00

3.6 PROCUREMENT PROCESS NON-BINDING

3.6.1 No Contract A and No Claims

This procurement process is not intended to create and will not create a formal, legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- a) this RFP will not give rise to any Contract A–based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and
- b) neither the proponent nor CPL will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a proposal submitted in response to this RFP.

3.6.2 No Contract until Execution of Written Agreement

This RFP process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and CPL by this RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

3.6.3 Non-Binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the proponents. Any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of CPL to enter into an agreement for the Deliverables.

3.6.4 Cancellation

CPL may cancel or amend the RFP process without liability at any time.

3.7 GOVERNING LAW AND INTERPRETATION

These Terms and Conditions of the RFP Process (Part 3):

- a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- b) are non-exhaustive and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- c) are to be governed by and construed in accordance with the laws of the province of British Columbia and the federal laws of Canada applicable therein.

APPENDIX A: RFP PARTICULARS

A. SCOPE OF THE SERVICES

This section describes the full range of services the Contractor will deliver under the Agreement. It outlines CPL's expectations for devices, installation, configuration, service levels, and reporting. Minimum mandatory requirements are listed separately in Section A.1.

1. Devices

The Contractor will supply leased multifunction devices (MFDs), provide service coverage for existing CPL-owned devices, and support optional expansion of public-use devices. This includes seven (7) leased MFDs, service coverage for three (3) CPL-owned MFDs, optional pricing for two (2) additional public-use MFDs, and all consumables (excluding paper). Parts and labour are included for the full contract term.

2. Installation & Configuration

The Contractor will deliver, install, and configure all devices across CPL branches. Work includes removal and recycling of existing devices, network configuration for staff and public environments, setup of secure print and scanning workflows, integration with CPL's print management and payment systems, device security configuration, standard device settings, staff training, and acceptance testing.

3. Service & Support

The Contractor will provide ongoing maintenance and support to ensure reliable device performance. This includes onsite response, uptime expectations, preventative maintenance, and remote monitoring for alerts, toner levels, and service needs.

4. Reporting

The Contractor will provide quarterly reporting to support operational oversight, including service history, consumables usage, environmental metrics, uptime and response-time performance, and print volume trends.

B. MANDATORY REQUIREMENTS

The Contractor must meet all mandatory requirements listed below. Failure to meet any mandatory requirement will result in disqualification.

1. Devices & Hardware
 - a. Provide seven (7) leased MFDs meeting or exceeding the specifications in Appendix G
 - b. Provide service coverage for three (3) CPL owned MFDs
 - c. Provide optional pricing for two (2) additional public use MFDs
2. Installation & Configuration
 - a. Complete installation at all CPL branches
 - b. Remove and recycle existing devices
 - c. Configure devices to CPL's staff and public networks
 - d. Integrate public printing with EnvisionWare LPT:One and Princh MobilePrint
 - e. Integrate payment hardware with coin-box pay station
 - f. Comply with CPL network security standards
 - g. Complete acceptance testing prior to sign off
3. Service Levels
 - a. Provide next business day onsite response
 - b. Maintain 97% uptime
 - c. Provide a loaner device if downtime exceeds 48 hours
 - d. Perform preventative maintenance at manufacturer recommended intervals
 - e. Provide remote monitoring for alerts, toner, and service needs
4. Reporting
 - a. Provide quarterly reporting including service history, consumables, environmental metrics, uptime, and print volumes

C. PROJECT TIMELINE

Installation must be completed by September 30 2026.

D. MATERIAL DISCLOSURES

Public printing must integrate with **Envisionware: LPT One with Princh Mobile Print Service**
Payment handled via **ITC hardware**

E. PRICING

See Appendix B.

APPENDIX B: PRICING

Appendix B (Pricing) is worth 40 points out of the total final score. Section A is worth 25 points. Section B is worth 15 points.

Instructions:

- a) Proponents should provide the information requested in the tables below and include it in their proposals.
- b) All rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for GST and PST, which should be itemized separately.
- c) Unless otherwise indicated in the requested pricing information, rates quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.
- d) Pricing information is not to be included in any document other than the Appendix B – Pricing.

The total annual Lease cost (in Section A) must not exceed \$23,500 CAD (excluding GST).

SECTION A: PROJECT PRICE

Pricing will be scored based on a relative pricing formula using the lowest rates submitted. Each proponent will receive a percentage of the total possible points allocated to price, which will be calculated in accordance with the following formula:

$$\text{lowest price} \div \text{proponent's price} \times \text{weighting} = \text{proponent's Section A pricing points}$$

Detail pricing, including the total lease cost, all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law. Lines can be added to the chart below as required.

Project Item:	Price
Total lease cost (max \$129,500 over 5.5 years, excluding GST)	
(Add lines as required)	
Total:	

SECTION B: COST-PER-COPY (CPC), OVERAGES, AND QUARTERLY COSTS

Pricing will be scored based on a relative pricing formula using the grand total submitted. Each proponent will receive a percentage of the total possible points allocated to price, which will be calculated in accordance with the following formula:

$$\text{lowest grand total} \div \text{proponent's grand total} \times \text{weighting} = \text{proponent's Section B pricing points}$$

Cost-per-copy (CPC)

Proponents must provide CPC rates (excluding GST) for each paper size.

Please list the costs (excluding GST) for the cost per copy of:						
	8.5 x 11		8.5 x 14		11 x 17	
	Volume	CPC (\$)	Volume	CPC (\$)	Volume	CPC (\$)
Black & White						
Colour						
(Add lines as required)						

Cost per Copy (Overages)

Proponents must provide CPC overage rates (excluding GST).

Please list the costs (excluding GST) for the cost per copy of:			
	8.5 x 11	8.5 x 14	11 x 17
	CPC (\$)	CPC (\$)	CPC (\$)
Overages (B&W)			
Overages (Colour)			
(Add lines as required)			

QUARTERLY COST CALCULATIONS (CPC + OVERAGES COMBINED)

Using CPL's historical quarterly volumes (Appendix H), proponents must calculate the quarterly cost of their solution, including CPC charges, Overage charges, All paper sizes, All colour modes

Cost-per-copy and overages based on historical quarterly volumes:

Based on past volume, please estimate what costs your solution would cost?

Pricing Items	Feb-2025	May-2025	Aug-2025	Nov-2025	Feb-2026	Total
B&W						
Colour						
(Add lines as required)						
Grand Total						

APPENDIX C: RESPONSES

SECTION A: LEGAL AND STRUCTURE

LEGAL STATUS:			
(check as appropriate)	<input type="checkbox"/> INCORPORATED	<input type="checkbox"/> REGISTERED	<input type="checkbox"/> PRIVATE
Coquitlam Business License No. (if available)	Worksafe Number	Number of Employees	Years in Business
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Organizational Structure of the Company Fill in the chart below, or attach an organizational chart			
Title	Duties	Additional information / explanation	

SECTION B: SECURITY AND PRIVACY

<i>This section is worth 15 points</i>
Describe the security features of the proposed MFDs, including but not limited to: <ul style="list-style-type: none"> • Secure boot • Hard-drive overwrite and sanitization • Data-at-rest encryption • Encrypted print job handling • Firmware integrity protections • Audit logging capabilities
Click or tap here to enter text.
Explain how your solution complies with the BC Freedom of Information and Protection of Privacy Act (FOIPPA), including: <ul style="list-style-type: none"> • Data residency • Access controls • Vendor access to devices for remote diagnostics • Logging and auditability

Click or tap here to enter text.

Describe your process for end-of-lease data destruction and confirm that a data destruction certificate will be provided.

Click or tap here to enter text.

SECTION C: MFD SOLUTION & PUBLIC PRINTING

This section is worth 20 points

Provide your recommended device models and configurations for:

- Seven (7) leased devices
- Three (3) CPL-owned devices (service-only)
- Two (2) optional additional public devices

Explain how your proposed fleet meets CPL's needs for public and staff workflows.

Click or tap here to enter text.

Describe the full public printing workflow, including:

- Web-based submission
- Email-to-print
- Scan-to-email
- Mobile printing (iOS/Android)
- Integration with **ENVISIONWARE LPT-ONE**
- Compatibility with CPL's coin-box pay station hardware

Include screenshots or workflow diagrams if available.

Click or tap here to enter text.

Describe accessibility features of the proposed devices (e.g. multilingual ability, screen size, tactile controls, height, contrast, audio cues).

Click or tap here to enter text.

Describe environmental features such as:

- Energy Star / EPEAT certifications
- Low-waste toner systems
- Power-saving modes

- Consumables recycling programs

Click or tap here to enter text.

SECTION D: SERVICING & SUPPORT

This section is worth 15 points

Describe your service model, including:

- Local service presence (Tri-Cities or Lower Mainland)
- Number of technicians
- Parts and toner stocking levels
- Remote diagnostics capabilities

Click or tap here to enter text.

Confirm your ability to meet or exceed CPL's required service levels:

- Next business day on-site response
- 97% uptime guarantee
- Loaner device within 48 hours if downtime exceeds threshold

Describe escalation procedures and communication protocols.

Click or tap here to enter text.

Explain how you will provide service and maintenance for the three (3) existing CPL-owned MFDs.

Click or tap here to enter text.

SECTION E: SCOPE & DELIVERABLES

This section is worth 10 points

Provide a detailed plan for:

- Delivery and installation
- Removal and recycling of old devices
- Network configuration (staff + public networks)
- Secure print release setup
- Mobile printing setup
- Email-to-print setup
- Scan-to-email

- Integration with LPT-ONE
- Integration with coin-box pay station hardware

Click or tap here to enter text.

Describe your training approach for:

- Staff (minimum 2 sessions per branch)
- Administrators

Click or tap here to enter text.

Describe and detail your ability to provide quarterly reports including:

- Service history
- Consumables usage
- Environmental impact metrics

Click or tap here to enter text.

Identify potential risks to the implementation schedule and describe mitigation strategies.

Click or tap here to enter text.

SECTION F: VALUE-ADDED SERVICES & INNOVATION

Describe any value-added or innovative approaches that could enhance the planning process, improve engagement quality, reduce costs, or enhance customer or staff experience.

Click or tap here to enter text.

SECTION G: REFERENCES

Proponents will provide three (3) references of recent experience conducting similar or related work to developing multi-year strategic plans.

Reference #1

Business Name (and address): Click or tap here to enter text.			
Contact:	Click or tap here to enter text.	Title:	Click or tap here to enter text.
Phone:	Click or tap here to enter text.	Email:	Click or tap here to enter text.

Reference #2

Business Name (and address): Click or tap here to enter text.			
Contact:	Click or tap here to enter text.	Title:	Click or tap here to enter text.
Phone:	Click or tap here to enter text.	Email:	Click or tap here to enter text.

Reference #3

Business Name (and address): Click or tap here to enter text.			
Contact:	Click or tap here to enter text.	Title:	Click or tap here to enter text.
Phone:	Click or tap here to enter text.	Email:	Click or tap here to enter text.

APPENDIX D: SUBMISSION FORM

PROPONENT INFORMATION

Please fill out the following form, naming one person to be the proponent's contact for the RFP process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent:	
Any other relevant name under which Proponent carries on business:	
Street Address:	
Province/State:	
Postal Code/Zip Code:	
Phone Number:	
Company Website (if any):	
Proponent Contact Name & Title:	
Proponent Contact Phone:	
Proponent Contact Email:	

ACKNOWLEDGMENT OF NON-BINDING PROCUREMENT PROCESS

The proponent acknowledges that the RFP process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process (and for greater certainty, does not give rise to a Contract A bidding process contract), and that no legal relationship or obligation regarding the procurement of any good or service will be created between CPL and the proponent unless and until CPL and the proponent execute a written agreement for the Deliverables.

ABILITY TO PROVIDE DELIVERABLES

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required. The proponent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the RFP for the rates set out in its proposal.

NON-BINDING PRICING

The proponent has submitted its pricing in accordance with the instructions in the RFP. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

ADDENDA

The proponent is deemed to have read and taken into account all addenda issued by CPL prior to the Deadline for Issuing Addenda.

COMMUNICATION WITH COMPETITORS

For the purposes of this RFP, the word "competitor" includes any individual or organization, other than the proponent, whether or not related to or affiliated with the proponent, who could potentially submit a response to this RFP.

Unless specifically disclosed below under Disclosure of Communications with Competitors, the proponent declares that:

- (a) it has prepared its proposal independently from, and without consultation, communication, agreement or arrangement with any competitor, including, but not limited to, consultation, communication, agreement or arrangement regarding:
 - (i) prices;
 - (ii) methods, factors or formulas used to calculate prices;
 - (iii) the quality, quantity, specifications or delivery particulars of the Deliverables;
 - (iv) the intention or decision to submit, or not to submit, a proposal; or
 - (v) the submission of a proposal which does not meet the mandatory technical requirements or specifications of the RFP; and
- (b) it has not disclosed details of its proposal to any competitor and it will not disclose details of its proposal to any competitor prior to the notification of the outcome of the procurement process.

DISCLOSURE OF COMMUNICATIONS WITH COMPETITORS

If the proponent has communicated or intends to communicate with one or more competitors about this RFP or its proposal, the proponent discloses below the names of those competitors and the nature of, and reasons for, such communications:

Click or tap here to enter text.

NO PROHIBITED CONDUCT

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

CONFLICT OF INTEREST

The proponent must declare all potential Conflicts of Interest, as defined in section 3.4.1 of the RFP. This includes disclosing the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; **AND** (b) were employees of CPL within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

Click or tap here to enter text.

MANDATORY REQUIREMENTS

Mandatory Requirements (Appendix A, Section B) have been reviewed and are met by the proponent's proposed solution.

DISCLOSURE OF INFORMATION

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by CPL to the advisers retained by CPL to advise or assist with the RFP process, including with respect to the evaluation of this proposal.

Signature of Proponent Representative

Name of Proponent Representative

Title of Proponent Representative

Date
I have the authority to bind the proponent.

APPENDIX E: GENERAL CONDITIONS

A. OWNERSHIP OF RESPONSES

All documents submitted to CPL become the property of CPL.

CPL is subject to the provisions of the Freedom of Information and Protection of Privacy Act. As a result, while Section 21 of that Act does offer some protection for third party business interests, CPL cannot guarantee that any information provided CPL can be held in confidence. To the extent that is it legally able to do so CPL may, but will not be obligated to, hold in confidence any information specifically identified by the Proponent as being confidential.

B. CONFIDENTIALITY OF INFORMATION

Information pertaining to Coquitlam Public Library obtained by the Proponent as a result of participation in this RFP is confidential and must not be disclosed without written authorization from Coquitlam Public Library.

C. INDEMNITY

The Proponent hereby agrees to indemnify and save harmless CPL, its officers, employees, elected officials and agents against all claims, demands, losses, costs, damages, actions, suits or proceedings by whomever made, brought or prosecuted and in any manner based upon, arising out, related to, occasioned by or attributable to the negligent acts, errors or omissions of, or breach of this agreement by, the proponent, its servants, agents or sub-contractors, in providing the services and performing the work of the Contract, excepting always liability arising solely out of the negligent act or omission of CPL.

D. REGISTRATION WITH WORKSAFEBC

The Proponent and any approved sub-consultants must be registered with WorkSafeBC, in which case WorkSafeBC coverage must be maintained for the duration of the Contract. Prior to receiving any payment, the Proponent may be required to submit a WorkSafeBC Clearance Letter indicating that all assessments have been paid. The Proponent shall abide by all provisions of the Workers Compensation Act of British Columbia and must sign a safety agreement in the form provided by CPL.

E. END OF LEASE DATA

End of Lease data destruction certificate is required.

APPENDIX F: CURRENT HARDWARE

Name	Location	Model Number	Ownership Status	Users	Coin operated (yes/no)	Details:
PO Admin	Poirier Library	Konica Minolta C450I	Leased	Staff	no	BIZHUB C450I45 PPM COLOR MFP PC-216 PAPER FEED CABINET FS-539 SO (50- SHEET FLOOR STAPLE FINISHER PLUS SADDLE STITCH ANO MANUAL STAPLER} PK-524 2-3 HOLE PUNCH KIT FOR FS-539/FS-539SD RU-513 FINISHER RELAY UNIT LK-105 V4 I-OPTION LICENSE KIT (SEARCHABLE PDF) ESP DIAGNOSTIC POWER FILTER 120V/15A KP-102 KEYPAD FK-514 FAX KIT (1ST/2ND LINES)
PO Publicity	Poirier Library	Konica Minolta C450I	Leased	Staff	no	BIZHUB C450I45 PPM COLOR MFP PC-216 PAPER FEED CABINET FS-539 SO (50- SHEET FLOOR STAPLE FINISHER PLUS SADDLE STITCH ANO MANUAL STAPLER} PK-524 2-3 HOLE PUNCH KIT FOR FS-539/FS-539SD RU-513 FINISHER RELAY UNIT LK-105 V4 I-OPTION LICENSE KIT (SEARCHABLE PDF) ESP DIAGNOSTIC POWER FILTER 120V/15A KP-102 KEYPAD FK-514 FAX KIT (1ST/2ND LINES)

PO CX	Poirier Library	Konica Minolta C300I	Leased	Staff	no	Bizhub C300I Copier/Printer DF-714 Dual Scan Document Feeder DK-516 ENHANCED COPY DESK (STORAGE ONLY) LK-105 V4 I-OPTION LICENSE KIT (SEARCHABLE PDF) ESP DIAGNOSTIC POWER FILTER 120V/15A KP-102 KEYPAD FK-514 FAX KIT (1ST/2ND LINES)
PO Public	Poirier Library	Konica Minolta C300I	Leased	Public	yes	Bixhub C300I Copier/Printer DF-714 Dual Scan Document Feeder DK-516 ENHANCED COPY DESK (STORAGE ONLY) LK-105 V4 I-OPTION LICENSE KIT (SEARCHABLE PDF) ESP DIAGNOSTIC POWER FILTER 120V/15A KP-102 KEYPAD FK-514 FAX KIT (1ST/2ND LINES)
CC CX	City Centre	Konica Minolta C300I	Leased	Staff	No	1 - BIZHUB C300I COPIER/PRINTER 1 - DF-714 DUAL SCAN DOCUMENT FEEDER 1 - DK-516 ENHANCED COPY DESK (STORAGE ONLY) 1 - LK-105 V4 I-OPTION LICENSE KIT (SEARCHABLE PDF) 1 - ESP DIAGNOSTIC POWER FILTER 120V/15A 1 - KP-102 KEYPAD 1 - FK-514 FAX KIT (1ST/2ND LINES)
CC Public	City Centre	Konica Minolta C450I	Leased	Public	yes/ print and copy	1 - BIZHUB C450I45 PPM COLOR MFP 1 - DK-516 ENHANCED COPY DESK (STORAGE ONLY) 1 - OT-513 OUTPUT TRAY 1 - LK-105 V4 I-OPTION LICENSE KIT (SEARCHABLE PDF) 1 - ESP DIAGNOSTIC POWER FILTER 120V/15A 1 - KP-102 KEYPAD 1 - FK-514 FAX KIT (1ST/2ND LINES)

CC Public 2	City Centre	Konica Minolta C300I	Leased	Public	Yes/print, copy, fax and scan	1 - BIZHUB C300I COPIER/PRINTER 1 - DF-714 DUAL SCAN DOCUMENT FEEDER 1 - PC-216 PAPER FEED CABINET 1 - FS-536SD FINISHER 1 - PK-520 2/3 HOLE PUNCH UNIT /FS-534 OR FS-536} 1 - RU-513 FINISHER RELAY UNIT 1 - LK-105 V4 I-OPTION LICENSE KIT (SEARCHABLE PDF) 1 - ESP DIAGNOSTIC POWER FILTER 120V/15A 1 - KP-102 KEYPAD 1 - FK-514 FAX KIT (1ST/2ND LINES}
HR Office	Poirier Library	Konica Minolta C3300i	Owned	Staff	No	BIZHUB C3300I COLOR SFP * PRINTER DELIVERY CHARGE - LEVEL PF-P21 PAPER FEED UNIT (L TR/LGL SII ESP COMPACT POWER FILTER 120V/1
ED Office	Poirier Library	Konica Minolta C3300i	Owned	Staff	No	BIZHUB C3300I COLOR SFP * PRINTER DELIVERY CHARGE - LEVEL DK-P05 COPY DESK PF-P21 PAPER FEED UNIT (L TR/LGL SI PF-P25 HEIGHT ADJUSTMENT UNIT ESP COMPACT POWER FILTER 120V/1
CC ED office	City Centre	Konica Minolta C3300i	Owned	Staff	No	BIZHUB C3300I COLOR SFP * PRINTER DELIVERY CHARGE - LEVEL PF-P21 PAPER FEED UNIT (L TR/LGL SII ESP COMPACT POWER FILTER 120V/1

APPENDIX G: DESIRED FUNCTIONALITY

The following list outlines desired functionality for public-facing multifunction devices. The list is not exhaustive but reflects current operational experience and user needs.

1. USER INTERFACE REQUIREMENTS

Devices include a simplified, intuitive interface designed to reduce customer errors.

Devices provide clearly labeled physical buttons for core functions, including:

- One button for scanning
- One button for faxing

Devices operate without requiring a separate “Start” button for basic photocopying or printing, where technically feasible.

Devices support multilingual on-screen settings suitable for patrons who cannot read English.

Devices offer clear directional indicators (e.g., face-up/face-down, feed direction) for document feeder use.

Specialty copy functions (e.g., card shot) are presented in a simplified, easy-to-access manner.

2. ACCESSIBILITY REQUIREMENTS

Public-facing devices are designed to be wheelchair accessible, including reach ranges for touchscreens, document feeders, and output trays.

3. SCANNING REQUIREMENTS

Devices support:

- Scan to USB
- Scan to email

The proposal includes a dedicated scanning station, separate from printer/photocopier units, if feasible.

APPENDIX H: HISTORICAL USAGE

Sum of B&W						Sum of Colour					Total Sum of B&W	Total Sum of Colour
Device	Feb-2025	May-2025	Aug-2025	Nov-2025	Feb-2026	Feb-2025	May-2025	Aug-2025	Nov-2025	Feb-2026		
CC CX	3499	6800	4730	5001	3000	6261	-6314	6683	5962	3000	23030	15592
CC ED office	2	22	15	2	3	24	49	24	12	78	44	187
CC Public	18517	33399	23749	23491	25943	4464	9448	6390	6320	7717	125099	34339
CC Public 2	49872	59441	0	40533	15460	12868	13026	0	12634	4383	165306	42911
ED office	442	162	202	382	378	5159	211	290	363	359	1566	6382
HR office	77	67	54	112	46	263	299	256	534	306	356	1658
PO Admin	1847	500	500	5000	3000	710	500	300	3100	3000	10847	7610
PO CX	3088	4366	4888	4668	8605	3397	3901	4353	3027	3292	25615	17970
PO Public	8477	13875	22863	18334	13839	2164	3552	5385	4706	3868	77388	19675
PO Publicity	1598	1080	1212	2906	1932	4127	9786	5348	4228	3842	8728	27331
Grand Total	87419	119712	58213	100429	72206	39437	34458	29029	40886	29845	437979	173655