



# 415-2019 ADDENDUM 3

## REQUEST FOR PROPOSAL FOR FULLY MANAGED MULTI-FUNCTION PRINT FLEET SOLUTION

### **URGENT**

**PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL**

ISSUED: May 17, 2019  
BY: John Armitage  
TELEPHONE NO. 204 - 986-2469

**THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS**

Template Version: Ar20160708

**Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.**

### **PART A – PROPOSAL SUBMISSION**

Replace: 415-2019 Proposal Submission with 415-2019 Addendum 3 - Proposal Submission. The following is a summary of changes incorporated in the replacement Proposal Submission:

Form B(R1): Revise Items No. 1 and 2.

Replace: 415-2019\_Form N - Proponent Proposal - Device Specifications and Non-Mandatory Requirements with 415-2019 Addendum 3 - Form N(R1) - Proponent Proposal - Device Specifications and Non-Mandatory Requirements. The following is a summary of changes incorporated in the replacement Proposal Submission:

Form N(R1):Proposed Device Specs: Delete Row 26

Page numbering on some forms may be changed as a result.

### **PART B – BIDDING PROCEDURES**

Revise: B2.1 to read:

B2.1 The Submission Deadline is 12:00 noon Winnipeg time, May 31, 2019.

Revise: B8.1(b)(i) to read:

B8.1(b)(i) Current manufacturer’s listing of MSRP prices for options and accessories. The Contractor shall provide an annual price list update to the Contract Administer prior to each anniversary date of the Contract.

Revise: B21 to read:

#### **B21. QUALIFICATION**

B21.1 The Proponent shall:

- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Proponent does not carry on business in Manitoba, in the jurisdiction where the Proponent does carry on business; and
- (b) be financially capable of carrying out the terms of the Contract; and

- (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.
- B21.2 The Proponent and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
  - (a) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/debar.stm>
- B21.3 The Proponent and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
  - (a) have successfully carried out work similar in nature, scope and value to the Work; and
  - (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
  - (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba).
- B21.4 The Proponent shall submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Proponent and of any proposed Subcontractor.
- B21.5 The Proponent shall provide, on the request of the Contract Administrator, full access to any of the Proponent's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Proponent's equipment and facilities are adequate to perform the Work.
- B21.6 Further to B21.3(b), the Proponent shall, within five (5) Business Days of a request by the Contract Administrator, provide proof satisfactory to the Contract Administrator of the following:
  - B21.6.2 That all information and materials acquired by the Proponent, or to which the Proponent may be given access, if successful under this Request for Proposal ("Confidential Information") shall be treated in accordance with D8 by providing:
    - (a) confirmation that Confidential Information shall be maintained for the full term of the Contract at minimum, unless otherwise directed by the City in writing;
    - (b) a description of how the Proponent's proposed solution meets the requirements in D8, including:
      - (i) how the proposed solution meets the requirements for rapid repatriation of Confidential Information;
      - (ii) the data format of the Confidential Information once extracted from the proposed solution;
      - (iii) the proposed solution's ability to purge Confidential Information based on City-approved records retention and disposition schedules; and
      - (iv) how the Proponent would address official, time sensitive access to information requests.
  - B21.6.3 That Confidential Information shall be stored, transported, and transmitted ("Sited") in a secure jurisdiction by providing:
    - (a) written confirmation that Confidential Information shall not be Sited outside of Canada, and that no duplicates or portions thereof shall be sited outside of Canada, in whole or in part; or
    - (b) written confirmation that the Confidential Information shall be Sited in a proposed alternative jurisdiction that will apply equivalent or greater protections to the Confidential Information, and that no duplicates or portions thereof shall be sited outside of said proposed alternative jurisdiction, in whole or in part, and shall provide full details of such proposed alternative, including:
      - (i) what Confidential Information will not be Sited in Canada;
      - (ii) under what circumstances the above Confidential Information will not be Sited in Canada; and
      - (iii) where the above Confidential Information will be Sited.

The City reserves the right to assess proposed alternative jurisdictions, and may in its sole discretion determine whether such proposed alternative jurisdictions provide equivalent or greater protections to the Confidential Information than Canada.

- B21.6.4 That the solution is certified as ISO/IEC 27001 (or equivalent) compliant, and is compliant with ISO/IEC standards 27002, 27017, and 27018 (or equivalents), by providing:
- (a) a certificate of compliance with ISO/IEC 27001 from an accredited certification body and a written description of how the proposed solution complies with ISO/IEC 27002, 27017, and 27018; or
  - (b) a certificate of compliance with a functionally equivalent standard to ISEO/IEC 27001 (such as the AICPA SOC auditing framework or NIST SP 800-53) from an accredited certification body and a written description of how the proposed solution is compliant with standards that are functionally equivalent to ISO/IEC 27002, 27017, and 27018.

Revise: B27.6.1 to read:

- B27.6.1 Framework Price Discount shall be evaluated based on application of the percentage off Current manufacturer's listing of MSRP prices for options and accessories as stated in Form B: Prices.

## **PART D – SUPPLEMENTAL CONDITIONS**

Revise D3.2

- D3.2 **The expenditures over the initial term of this Contract are estimated at \$3,400,000 (\$680,000 per year) plus applicable taxes.**

Delete: D3.4

Delete: D3.4.1

Revise: D3.6 to read:

- D3.6 Notwithstanding D3.1, in the event that operational changes result in substantial changes to the requirements for Work, the City reserves the right to alter the type or quantity of work performed under this Contract, or to terminate the Contract, upon **one hundred and eighty (180)** Calendar Days written notice by the Contract Administrator. In such an event, no claim may be made for damages on the ground of loss of anticipated profit on Work.

Revise: D3.7 to read:

- D3.7 Notwithstanding D3.1, the City intends to award a separate multi-year contract for similar services to those within this Contract in the final year of the agreement. The purpose is to allow for the migration of the print Fleet to a new contract throughout the final year of the agreement. Accordingly, the City cannot guarantee any quantities at any time during the last year of the **C**ontract.
- (a) For example: 10% of the print Fleet being transitioned each month over the course of the first ten (10) months of the last year of the agreement.

Add: D5.1(ee) to D5.1(ii)

D5.1(ee) **"RADF"** means Reversing Automatic Document Feeder.

D5.1(ff) **"DADF"** means Duplexing Automatic Document Feeder.

D5.1(gg) **"Network faxing"** means the transmission of fax data without use of a traditional telephone line.

D5.1(hh) **"New"** means that all components of a device other than toner cartridges are newly-manufactured.

D5.1(ii) **"Shared fax mailbox capability"** means the ability for incoming faxes to be delivered to a group (shared) mailbox (email) for anyone from the group to access.

Replace: D8

**D8. INFORMATION MANAGEMENT**

- D8.1 The Contractor acknowledges that The Freedom of Information and Protection of Privacy Act (“FIPPA”, the “Act”) imposes obligations on the City to collect, store, use, disclose, and destroy “personal information”, as that term is defined in FIPPA, (“Personal Information”) in the strictest of confidence and in accordance with that Act.
- D8.2 For the purposes of D11, any reference to “Representatives” shall mean the directors, officers, shareholders, employees, parents, subsidiaries, subcontractors, partners, volunteers, affiliates, insurers, reinsurers, agents, delegates, and other representatives of the Contractor.
- D8.3 While this Contract is in effect, and at all times thereafter, the Contractor and its Representatives shall treat as confidential any and all information and materials (regardless of form or medium) acquired by it, or to which it is given access during the course of the performance of the Contract, and any copies thereof (the “Confidential Information”). For the purposes of this Contract, Personal Information shall be considered to be Confidential Information.
- D8.4 The Contractor shall be deemed an “information manager”, as that term is defined by section 44.1 of FIPPA, and any collection, storage, use, disclosure, or destruction of, or access to (collectively, “Use”), Personal Information by the Contractor or its Representatives shall be done pursuant to the Act.
- D8.5 Further to D7, all Confidential Information is and shall remain the property of the City. Neither the Contractor nor its Representatives shall not disclose or appropriate to their own use, or to the use of any third party, all or any part of the Confidential Information without the prior written consent of the City. The Contractor and its Representatives shall not at any time make any public announcement, or press release, nor make any statement of fact or opinion regarding the Contract, the Project, the Services or the Confidential Information without the prior written authorization of the City.
- D8.6 Further to D7, while this Contract is in effect and at all times thereafter the Contractor shall:
- (a) only Use the Confidential Information for the purposes expressly permitted by the City, and only to the extent necessary to perform its obligations under this Contract;
  - (b) ensure that access to the Confidential Information is only provided or permitted a “need to know” basis, and that access, when given, shall be the minimum amount necessary to accomplish the task;
  - (c) not disclose or permit the disclosure of the Confidential Information or any copies thereof, whether in whole or in part and in any form or medium, to any third party, including Subcontractors or agents, without the prior written consent of the Contract Administrator;
  - (d) not reproduce any Confidential Information , in whole or in part, in any form or medium, without the express prior written consent of the City; and
  - (e) inform its Representatives of the obligations imposed upon it under this Contract and FIPPA, and shall take whatever steps are necessary to ensure that all of its Representatives comply with those obligations, including (but not limited to) binding said Representatives to terms no less strict than those herein through written confidentiality agreements, if requested.
- D8.7 Upon request, or upon expiration or termination of this Contract for any reason, the Contractor shall rapidly repatriate to the City a complete, accurate copy of the Confidential Information (in a form satisfactory to the City), and shall thereafter destroy the Confidential Information (including all copies in any form) in a manner which adequately protects the confidentiality of the Confidential Information within two (2) weeks, unless otherwise directed by the City in writing.
- D8.8 The Contractor shall put into place reasonable security arrangements, including administrative, technical, and physical safeguards that ensure the confidentiality and security of the Confidential Information. The standard of such security arrangements shall be the greater of:
- (a) the standards the Contractor has in place to protect its own confidential information; or

(b) the standards imposed on the Contractor by the City.

- D8.9 Upon becoming aware of any unauthorized Use of the Confidential Information (a “Confidentiality Breach”), the Contractor shall immediately notify the City in writing, take all reasonable steps to prevent the recurrence of any such Confidentiality Breach, and notify the City of said steps in writing.
- D8.10 Upon receiving a subpoena or other validly issued administrative or judicial order seeking Confidential Information, the Contractor shall provide the City with prompt notice thereof, deliver a copy of its proposed response to the City, and thereafter be entitled to comply with the demand to the extent permitted or required by law (unless the demand has been time-limited, quashed, or extended). The Contractor shall cooperate with the City in the defense of the demand, if so requested by the City.
- D8.11 The Contractor and its Representatives shall comply with all directives issued by the City with respect to safeguarding or otherwise ensuring the confidentiality of the Confidential Information, and shall cooperate with the City so that the City can verify that the Contractor has complied, and is complying, with its obligations hereunder.

## **PART E – SPECIFICATIONS**

Replace: E1.3.2

E1.3.2 The Contractor shall seek approval from the Contract Administrator or the Manager of Police Information Services (as it pertains to WPS devices) for any MACD that does not conform with the City’s Guiding Principles.

Replace: E1.13

### **E1.13 Information Security and Management**

- (a) In addition to D8, the Contractor shall provide the following Information Security provisions for the Fleet:
- (i) No Print/Fax/Scan/Copy job content/data (i.e. document contents) transmitted, received, stored or otherwise collected by any services or infrastructure of the Contractor (e.g. Follow/Pull Printing) shall leave the City’s network environment at any time or otherwise be visible to the Contractor;
  - (ii) Information required to be transmitted, received, stored or otherwise collected by any services or infrastructure of the Contractor, either on or off the City’s premises, in order to fulfill the Scope of Services as outlined in D3 (e.g. Fleet management, billing, maintenance), shall:
    - (i) Be documented;
    - (ii) Be the minimum necessary to achieve the Scope of Services, avoiding personally-identifiable information such as full name and phone number wherever possible;
    - (iii) Comply with Privacy, Records Management, Information Security requirements and other governing laws and City regulations; and
    - (iv) Be subject to additional protection measures, including but not limited to the terms of an Information Sharing Agreement, if required.
  - (iii) With the exception of Library Public Devices and selectively for the Winnipeg Police Service, usage of any device, both directly at the device (for walk-up usage) and at the user’s desktop (via print driver, etc.), shall be restricted to those with validated credentials;
  - (iv) Secure Contractor-only access for administrators and maintenance personnel shall be configured;
  - (v) Physical security features shall be implemented that prevent unauthorized access to the internal storage subsystems of the device, either directly or indirectly (e.g. tamper-proof screws, keylock);
  - (vi) Data and metadata specific to the City (including Winnipeg Police Service) that traverses the City’s or Contractor’s environment on or off the City’s premises shall be 256-bit AES encrypted and utilize TLS 1.2 or higher;
  - (vii) Devices shall securely overwrite jobs from internal storage upon completion of said job;
  - (viii) Outstanding jobs that are cached or held within internal storage or print queue infrastructure shall be securely erased on a weekly schedule across the Fleet (excluding Winnipeg Police Service devices);

- (ix) The Contractor's solution shall accommodate secure print functionality, whereby a user can send a document to a printer and the job is held until the user authenticates and authorizes the release of the print job at the device;
  - (x) Vulnerability assessments and the application of up-to-date security-related patches of the Contractor's solution shall be performed routinely to discover and address vulnerabilities;
  - (xi) Any device that is being removed from the Fleet shall have the storage media physically removed from the device and hand-delivered to the Departmental IT contact prior to the device being removed from the building;
  - (xii) Employees of the Contractor shall:
    - (i) Have a signed confidentiality agreement preventing unauthorized access, use, and disclosure of information; and
    - (ii) Have access to the solution immediately revoked upon termination.
  - (xiii) Role-based access shall be implemented for the Contractor's and City's staff within the Contractor's solution; and
  - (xiv) All administrative activities of the Contractor's solution shall be logged, and logs reviewed regularly.
- (b) Mandatory requirements relating to data hosting:**
- (i) In accordance with E1.13(a), the Solution shall be hosted on premises and: in Canada (as described in section B21.6.3(a) of this document) OR shall be hosted in an equivalent jurisdiction (as described in section B21.6.3(b) of this document); and**
  - (ii) the solution is compliant with the provisions of FIPPA as outlined in section D8 of this document; and**
  - (iii) the solution is certified as compliant with ISO/IEC 270001 (or equivalent), and is compliant with ISO/IEC 27002, 27017, and 27018 (or equivalents).**
- (c) Mandatory requirements specific to Winnipeg Police Service
- (i) For the Winnipeg Police Service, any software related to print management that collects, stores or transmits information deemed Confidential shall be located on-premise at Winnipeg Police Service facilities.
- (d) Mandatory requirements specific to Libraries
- (i) If the Payment Station is configured to process payment cards at any time during the Contract,
    - (i) The Contractor's solution shall be a PCI certified solution that can be implemented in a PCI-compliant manner based on PCI-DSS version 3.2.1;
    - (ii) The Contractor's solution shall be continually updated to maintain compliance as the PCI-DSS standard evolves over time; and
    - (iii) The Contractor shall provide certification or validation of compliance with PCI-DSS standards upon the City's request.

## **APPENDICES**

Add: Appendix G - Sample Summary Billing File

Appendix H - Sample Detailed Billing File

Replace: 415-2019 Appendix E – Current Fleet Statistics with 415-2019\_Addendum 3\_Appendix E(R1) – Current Fleet Statistics

## **QUESTIONS AND ANSWERS**

- Q1: Is the Contractor responsible for all aspect of Fleet design?  
A1: Beyond the existing fleet at time of Contract award, any MACDs would require an assessment by the Contractor based on the City's Guiding Principles (Appendix A).
- Q2: Is it possible to make the volume by device available, over the last 12 months? The reason is that in the Guiding Principles there is an ideal 3-7% usage. How can this be rationalized when very fast devices may have a significantly lower utilization percentage?  
A2: The City's intent is not to reinvent the fleet, but replace on a like-for-like or better (e.g. new tech enhancements) basis. We have a list of equipment and volumes that may not necessarily comply with the guiding principles, but exceptions may be considered in accordance with E1.3.2.
- Q3: Is 18 million the appropriate number of yearly impressions, or is it higher (based on calculating certain other details)? Is 18 million a minimum volume commitment?  
A3: Proponents shall use the approximate annual quantity of 18 million identified in Form B (14 million for monochrome, 4 million for color impressions). The usage may follow the trend depicted in 415-2019\_Addendum 3\_Appendix E(R1).
- Q4: Would the City publish a breakdown of the volume of impressions between A3 and A4 devices?  
A4: See 415-2019\_Addendum 3\_Appendix E(R1) for 2018 breakdown of the volume of impressions between A3 and A4 devices.
- Q5: In summary, Proponents should be focusing on providing like-for-like or better per the RFP's specifications and provided in fleet details?  
A5: Per D3.3.1, the RFP specifications and Fleet details supersede the Guiding Principles which is a governing document. Guiding Principles are dynamic and are expected to evolve over the course of the Contract term.
- Q6: Can the City provide copy details separate from network print details? This would help us with sizing and redundancy.  
A6: The City cannot provide these details.
- Q7: Are Form B Item 1 and 2 quantities correct?  
A7: They are corrected in Form B(R1): Prices, as part of Addendum 3.
- Q8: Accessories are listed in form N, but there is no indication of which devices are fax enabled. The reason for asking is that, for example, a small desktop model with or without fax will impact the price more than a large printer with/without fax.  
A8: See E1.14.2. The City cannot provide further details.
- Q9: Can we provide an estimate of the number of rental events per year, based on historical detail, etc.?  
A9: Based on historical estimates, Proponents should assume approximately 6 short-term rental devices per year. This is informational only and will not be evaluated.
- Q10: What's the path to ask for extension?  
A10: The request for extension of RFP closing date can be sent to the Contract Administrator for consideration.
- Q11: B15 - Current billing solution in place for WPS? Is it safe to assume all devices within WPS are networked?

A11: The name of the billing solution is proprietary, hence confidential. The WPS product is secure and segregated from the City's other departments and the Contractor. All devices are networked but Contractors have no remote access by default to WPS networks. There could be possibilities to allow remote access for support needs, but that would be at the discretion of WPS.

Q12: B16.5 - Does network printing use a PIN today?

A12: No.

Q13: Does the City release print jobs using RFID?

A13: The City is not using any RFID for releasing print jobs, only PIN in the case of secure printing. If a user is printing from his/her desk, nothing is needed at the printer. Walk-up copying from the device requires a PIN, except for Winnipeg Police Service. Secure print would require the PIN to release.

Q14: The City is not using Papercut, etc. to track system usage?

A14: No. The City is seeking a print solution that is more enhanced than what is in use today, but is not specifying any specific brand or solution.

Q15: B16.8: Can we monitor consumables with WPS?

A15: No. No outbound reporting is permitted. All alerting would need to be issued to an internal utility to be acted on by internal WPS staff (subject to the Contractor's Consumables Supply management processes).

Q16: B16.9.2: Could we get a description of the coin collection processes as it is today?

A16: Six times per year our vendor visits each of the 20 library branches to process a coin collection. The majority of branches contain one coin box and one float. Two branches have two coin boxes and one float and Millennium Library has 11 coin boxes and 4 floats. They bring with them a selection of currency (coins and \$5 bills) that they use to refill the coin box and float as necessary. The date and time of coin collection at each device is recorded. Data from each coin box is collected and the coin box float is refilled. Any extra coins in the coin box are removed and taken by the vendor. The staff float is counted with a library staff member present to verify and sign-off on the count. Refund slips are collected. Once all sites have been visited and the collection is complete they return to their office to count the coins, process the required usage data, update the spreadsheet used for reporting and generate the required invoices. Library IT Helpdesk staff are contacted and asked to generate a report that provides the vendor with the dollar amount of all paid impressions for each device. This dollar amount reflects the total amount of public/paid print jobs since their last coin collection and is generated using the Envisionware LPT: One application. An updated spreadsheet and three collection invoices are generated and emailed to the City and the Library IT Administrator.

Q17: Is there any desire to print from mobile devices?

A17: There is an interest, but to be viable it needs to be billable, and needs to conform to our security and other related specifications.

Q18: Can we submit more than one color sample per machine?

A18: 6 printed samples are for internal distribution, not different print settings. The City expects the best quality that can come out of the device at full machine-rated speed.

Q19: B16.14: Any existing hardware we'll need to work with within Library Public Devices?

A19: No, All print devices and coin collection equipment will be net-new. There is a PC with the Envisionware LPT: One software installed.

Q20: B16.14: Is there a float at tills to make change?



A20: Yes, Library staffs maintain and access a float to make change, provide refunds, etc. as required. There are multiple floats at Millennium, otherwise one per location.

Q21: B16.15: For remote access requests, what's the average turnaround time for an approval request by the Proponent?

A21: Remote access requests are expected to be few and far between, and turnaround depends on the specifics of the situation at the priority of the WPS.

Q22: B16.15: Are there 7x24 WPS Help Desk Staff?

A22: WPS Service Desk staffs are available 8x5. A general contact number and email are available. The WPS Service Desk would be the best point of contact for any service-related concerns of IT matters. The contact information for the Manager of Police Information Services will also be shared.

Q23: B27: Is it an absolute or relative scale for scores?

A23: Form B: Prices are in relative terms, and other evaluation criteria are in absolute terms (i.e. not on a curve).

Q24: Form N: A: There are 15 points of evaluative weighting on Form N... What is the split between items?

A24: The City will not disclose this information.

Q25: D.1. 8 – What is the life expectation for the new fleet – 5 years?

A25: The health and performance of the Fleet will be reassessed prior to the end of the term of the Contract.

Q26: WPS – How many of the 1800 iPhones are in the WPS?

A26: A moderate fraction of the 1800 iPhones are used by WPS.

Q27: D.2.2.1- Library devices. Do Contractors need to provide coin boxes as part of their solution?

A27: Yes.

Q28: Clarification of definition of "Down Time":

A28: If any functionality, major or minor, of the print device is nonfunctional or impairs business operation, Down Time will be recorded.

Q29: Clarification of definition "Response Time":

A29: Refer to D5.1 (aa) for a definition that fits an on premise support scenario. For remote resolution, response time is based on the time that remote service procedures commence. For automated alerting situations, response time begins when the automatic alert is generated.

Q30: Re-examine the HIPAA requirement?

A30: HIPAA compliance in Form N is a non-mandatory requirement, as are all frameworks in Form N. Compliance with various established security frameworks allows the City to efficiently ascertain security-related controls and risks.

Q31: D15 – Should a version of Windows 10 not be supported in 2020 by Microsoft, would the Contractor be held accountable for the delays and the subsequent Liquidated Damages should any device(s) not be able to be installed by the prescribed deadline?

A31: The City (including WPS) has plans to maintain the currency of systems. Methodologies are currently in place to maintain Desktop and Server operating system versions to be current with Microsoft support standards. The contractor shall also keep their provided solutions current and compatible as per E1.4.12.

Q32: In Form N – Fleet Device Details - Xerox WorkCentre 5325 devices were listed as A4 Mono devices. Is this correct?

A32: These devices should be marked as A3 Mono. See “Appendix E – Revised” for updated information.

Q33: In Form N – Fleet Device Details – the Xerox WorkCentre 7220 device was listed as A4 Colour devices. Is this correct?

A33: This device should be marked as A3 Colour. See “Appendix E – Revised” for updated information.

Q34: In Form N – Fleet Device Details – there were two Xerox WorkCenter 6400 devices with the same serial number (KAA343382). Was this a duplicate entry?

A34: Line 157 was a duplicate entry and has been deleted. See 419-2015\_Addendum 3\_Appendix E(R1) for updated information.

Q35: The devices at the Winnipeg Police Service do not have any finishing options shown. So that all vendors are quoting the same product should we assume the standard Staple/Stack on each? Or is there a percentage of each type?

A35: Yes, the standard Staple/Stack finishing options should be included as part of the like for like replacement of all compatible printer devices at Winnipeg Police Service locations.

Q36: With regards to D3.2, The funds available over the initial term of this contract are \$3,400,000 (\$680,000 per year) plus applicable taxes. We are looking to confirm that we interpreted and understood your comments at the proponents meeting correctly. Our understanding is that that this pricing was intended as a “pricing guideline” and not a pricing threshold as the city is looking to negotiate with the solution that is “most advantageous to the city”. We do understand that there is a weighting of 27% for the Total Bid Price, but are looking to confirm that the \$3,400,000 (\$680,000 per year) is not a ceiling threshold. Can you confirm that our submission, if over these amounts, would not be automatically eliminated from the competition for being non-compliant?

A36: While a Bidder may propose a solution that exceeds the City’s available funds per D3.2, the City is not obligated to award any Contract that exceeds the amount even if it is otherwise the most advantageous. It is therefore advisable that Proponents seriously consider this risk in their response.

Q37: With regards to B 8.1 b (i) Link to Listing of Publicly Posted MSRP Prices for options and accessories. If a vendor does not have a retail posting of device or accessory MSRP pricing publicly posted, will The City of Winnipeg accept a listing of MSRP, and the applicable discount to The City of Winnipeg, in our RFP response as a substitute for a public portal? We are looking for an alternative means to address this ask as we do not have any such link / portal.

A37: See Addendum 3.

Q38: With regards pricing structure and the city of Winnipeg’s willingness to commit to a minimum annual amount of impressions over the contract term. Your comments at the proponents meeting on this topic were that the City was not willing to sign up for a minimum impression commitment based on the 18 million impressions you created in fiscal 2018. We want to know if the City is open to entering into an agreement for a minimum impression commitment that would be in the region of 70-75% of that 18 million. If the City committed to, for example, a 13.5 million minimum impression contract, vs. a zero commitment style agreement, the city would benefit by reaping savings of at least a few percentage points. This savings would be derived from the fact that all proponents would have some sort of revenue certainty to model their response from, thus lowering risk. Lower risk equates to a more aggressive price structure for the City. Please advice as to if the City will allow some form of minimum impression threshold, similar to the above example, to be part of a bidder’s response and if so, please confirm that it would not adversely impact the scoring of that bid.

A38: See A3. The RFP has provided proponents with multiple years of historic data on volumes and trends in Appendix E(R1). The City will not commit to minimum volumes.

Q41: We are requesting the RFP due date be extended out one month.

A41: See Addendum 3.

Q42: What is the anticipated award date?

A42: Further to Form A – Paragraph 10, the offer shall be open for acceptance for 120 Calendar Days following the submission deadline. The City intends to award within 120 days following the end of the submission deadline.

Q43: What is the anticipated installation start date?

A43: See D14 Commencement.

Q44: Please identify in greater detail the locations that require 85 fax lines and 65 for the Winnipeg Police Service?

A44: The City cannot provide this information.

Q45: What is the current annual incoming and outgoing fax volume separated by city of Winnipeg and WPS?

|      |                    |                       |
|------|--------------------|-----------------------|
| A45: | COW Fax Received   | approximately 60,000  |
|      | WPS Fax Received   | approximately 80,000  |
|      | Total Fax Received | approximately 140,000 |

|  |                |                       |
|--|----------------|-----------------------|
|  | COW Fax Sent   | approximately 18,000  |
|  | WPS Fax Sent   | approximately 124,000 |
|  | Total Fax Sent | approximately 142,000 |

Q46: What are the volumes by device?

A46: The City cannot provide this information.

Q47: Clarify reporting of meter reads on non-networked devices.

A47: Devices that are not network connected will require manual monthly billing based on meter reads.

Q48: Provide file sample with sample data comprising of Appendix B for further billing/contract evaluation

A48: See Addendum 3 - Appendix G and Appendix H

Q49: What brand/model of RFID cards? Who will track and manage cards?

A49: Current RFID Cards in use at the City of Winnipeg are HID – iClass – 35 bit – Format H53045.

Q50: Are the devices at the Libraries on the same network as the City? Have connectivity to the application server?

A50: Yes, Library Public Devices are on the same network as the City.

Q51: Would the Winnipeg Police Services be willing to open a secure port to allow automatic meter readers or toner replacement (fully outgoing, established behind the firewall, no incoming traffic – similar to MS Windows update)?

A51: No, this is not possible.

Q52: Can you describe the current state of capturing and reporting data to the current vendor?

A52: Data is currently captured through various software applications that are proprietary to the current vendor.

Q53: Provide a complete list of current City of Winnipeg and Winnipeg Police Service operating systems in order to assess compatibility with proposed solution(s).

A53: Desktop and server operating systems include all versions of the following:

- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows 10
- Microsoft Windows Server 2008
- Microsoft Windows Server 2012
- Microsoft Windows Server 2016

The City of Winnipeg strives to maintain operating systems that are current and supported by Microsoft. For example, Windows 7 is planned to be decommissioned by the end of 2019.

Q54: Please explain the current Auto-store scanning process on the HP 9050 in the Materials Mgmt. office.

A54: Autostore is a workflow tool to digitize physical documents and places the files in the respective folders.

Q55: Do you expect the new print management program to be installed on all devices?

A55: The City chooses not to be prescriptive in the distribution of the proposed Fleet Management software and tools. Proponents are asked to provide their best recommended solution based on the business need and requirements expressed in the RFP. Options are welcomed with associated costs expressed as additional cost per page entered on Form B Pricing.

Q56: Is the output expected to be able to be released from any floor standing MFD and desktop MFD?

A56: The City would be interested in being presented with options for this functionality that adhere to security and other specifications.

Q57: Does the city currently own the entire fleet of Xerox devices labelled in Appendix E?

A57: No, The current vendor owns a vast majority of the Fleet. There are approximately a dozen non-current vendor devices still owned by the City.

Q58: Is the current vendor responsible for removal of existing devices?

A58: The current vendor is responsible for the removal of all of the devices they own. The Contractor will be responsible for the removal and appropriate disposal of the small number of City owned devices.

Q59: Who is responsible for removal of HDD from current fleet of devices?

A59: The current vendor is responsible for the removal of the HDD/internal storage from all of the devices they own. The contractor will be required to remove the HDDs/internal storage from city owned devices at time of replacement and relinquish the HDD/internal storage to the appropriate City IT or Winnipeg Police Service IT member.

Q60: Please provide the current supplies and service escalation flow chart for both city of Winnipeg and Winnipeg Police Service.

A60: Processes include proprietary applications and processes. The City cannot provide this.

Q61: Please clarify as per E1.15.3 the requirement of stands throughout the fleet. How many locations need a stand?

A61: The City cannot provide location information. As clarification to E1.15.3, since proposed table top devices may not fit on existing stands, Proponents shall allow for a stand if required for any device that is not free standing (i.e. table top devices). The number required is largely dependent on the Proponent's recommended Fleet. The exception is for personal printers where no stand is required.

Q62: Describe the COW's plan for incorporating mobile devices and iPads to the new fleet solution.

A62: The RFP requests that the Proponent offer suggestion and options whereby the City may be able to take advantage of mobile print from various platforms in their proposed solution, so long as the solution adheres to security and other specifications.

Q63: Elaborate further on how a vendor would address the city's accessibility needs as they are undefined

A63: Our expectations are to make the workplace comfortable for all people to use, regardless of language, age, body, ability or learning styles through these four universal design considerations:

(a) Accessibility for Every Body

Some users may have difficulty reaching a copier or printer because they use a wheelchair or are of a shorter stature. This can also apply to those who have full hands, use a walking aid, may have injured arms or fingers or have limited strength. Opening, closing, selecting options or reaching a device can be difficult under any of these circumstances.

(b) Sight and Hearing Differences

Users with blurred vision, low vision, difficulty reading small print or distinguishing colors, and those with hearing difficulty, can more easily understand what is needed at the copier or printer when imagery and volume adjustments can be made.

(c) Learning Styles

Universal Design is all about ease of use, so making steps easy-to-remember can help users with different learning styles by using familiar words and simple instructions.

(d) Understanding

Frustrations at the copier are easy to see, between waiting in line while on a deadline and struggling with complicated steps without the desired response. Ease of use, from on-screen instructions to print drivers, is essential to maintain workplace productivity.

While some of the Universal Design solutions are incorporated into some models our hope is that all equipment will include as many of these as is available in the marketplace today. Some examples of universal design considerations that would be welcomed (if available) are:

- Voice Guidance and Voice Operation

Audible instructions can direct users how to use the touchscreen or keypad for basic copy, scan and fax functions. Users can also perform basic functions by using keywords (for example, "two-sided,") if the user cannot see or use the touchscreen or keypad.

- Easy to Hear Notifications

For users who need help distinguishing between a routine process and a paper jam, notifications are simply denoted by length of the tone (or "beep") produced. One single "beep" signifies a routine process, while repeated "beep" sounds signal a paper jam or low toner.

- Control Panel Modifications

The coloring of key buttons serves a purpose. Colors are chosen because they are easier to distinguish for users with limited color differentiation.

- Display Enlargement or Reversal

For visually-impaired users, the ability to enlarge text and icons and show light characters on darker backgrounds (thereby increasing contrast) can improve ease of use.

- Braille Labels

Clear peel-and-stick labels can be attached to the keypad and other common areas on the device for easier understanding and use if not included by the manufacturer.

- Adjustable Controls

Easy tilt and height adjustments to the control panels allow for easy wheelchair accessibility and reduction of screen glare.

- Remote Operator Software

Users do not need to be at the copier to use the copier. The interface can and should be mirrored from their desk on a networked computer screen, subject to security and other specifications.

- Multiple Language Support

Copiers can be programmed to display English, French, Italian, German or Spanish for ease of use in the user's preferred language. This setting can be remembered when the user enters their login credentials.

Q64: Please list device for serial# CNBCD7H129

A64: The device containing serial # CNBCD7H129 is an HP LaserJet Enterprise 500 color printer M551dn

Q65: Describe the current contractor onsite access to data for reporting within Winnipeg Police Service.

A65: By default, the current contractor does not have any onsite access to data for reporting, other than that which is accessible from an individual print device.

Q66: Are the secure print capabilities required on all devices?

A66: No. Secure print capabilities are not required on Personal Printers.

Q67: Would the City of Winnipeg accept an alternate proposal for an inkjet technology solution?

A67: No, the City will not accept this alternate.