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**ADDENDUM NO. 3**

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**REQUEST FOR EXPRESSION OF  
INTEREST AND STATEMENTS OF  
QUALIFICATIONS (RFI/SOQ) NO.:**

**1220-050-2017-012**

**TITLE:**

**PRE-QUALIFICATION FOR MANAGED PRINT  
SERVICES CONTRACTORS**

**ADDENDUM ISSUE DATE:**

**AUGUST 21, 2017**

**CLOSING DATE:**

**PREFER TO RECEIVE RESPONSES ON OR BEFORE  
AUGUST 28, 2017**

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**INFORMATION FOR CONTRACTORS**

This Addendum is issued to provide additional information and clarifications to the RFI/SOQ for the above named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the contractor not being familiar with this addendum. This Addendum No. 3 contains two (2) pages in total.

**Q.1. The RFEI mentions “approximately 336 multi-function and single-function printers”; the Historical Print Volumes tables list 18 pay-per-use machines at the Libraries, and a high of 265 devices in the 2nd table, for a rough total of 283; could Surrey please clarify the fleet count, if there are roughly 50 devices not represented in the tables, etc.**

**A.1. Both MPS and non-MPS devices are in scope of this RFEI/SOQ. The first 2 sets of tables under Section, “Historical Print Volumes”, “Surrey Libraries MPS pay-per-use MFPs (for patrons)”, and “City of Surrey & Surrey Libraries MPS MFPs and SFPs, except pay-per-use MFPs (for Surrey Libraries patrons)”, represent the MPS-only devices. The first table under section, “The fleet spans a growing city”, represents all MPS and non-MPS printer devices in scope.**

**Q.2. Could Surrey confirm the number of “RIP” devices, and also, how extensively the RIP functionality is utilized?**

**A.2. There are 15 RIP printers within the Surrey Fire Service, one installed in each fire hall.**

**Q.3. Especially for the pay-per-use machines, could Surrey clarify the configurations implemented; could a current model in use be provided (and we do note “Surrey Libraries intends to move to duplex colour”).**

**A.3. If your MFP device, which can print duplex colour in addition to meeting the existing functionality, is able to be integrated with the Envisionware LTP:One system, and either with**

**the existing ITC Systems coin acceptor or another coin acceptor, the design and specifications can be refined at a separate stage of the tender.**

**Q.4. The RFEOI mentions “The City has MPS today”, and also “mostly like for like” replacement, which could suggest a comfort level with the current fleet structure. Also, the RFEOI contains 78 numbered response areas/requirements. As we normally customize our service to the priorities and current issues/concerns of our new clients, could the City please advise of any changing business requirements, or challenges in the current environment, that we might focus on in considering our approach and service solution.**

**A.4. The consolidation objective was achieved when MPS was first introduced in 2012. Therefore the majority of devices are placed and sized appropriately and can be replaced with like sized and capable devices. A small number of outlier devices, those that are under or over utilized, will have their replacement device more carefully evaluated and selected. Please refer to paragraphs 2-4 under Section 1, Project Description.**

**Q.5. Could the City please clarify how many references, and of what type, are requested. Appendix A shows space for 3 “Projects” “Completed”, and Appendix B shows space for 3 “Projects” “Underway”; can these be from the same 3 clients? Also, by definition, our Managed Print Services are on-going, and not really “Projects”, and never really “Complete”, so could we just complete Appendix B?**

**A.5. The City prefers three (3) references to be included for each of Appendices A and B. If a Respondent has fewer than three (3) of each, they should include as many as possible.**

**For Appendix A, Respondents should provide projects that are completed or substantially Completed. For Appendix B, Respondents can include projects that are substantially incomplete. Preferably references similar to the City in project size and scope.**

**Q.6. Can Surrey please provide some guidance on the timetable for a new MPS agreement to be in place, and for the replacement of the current equipment, based on age of the fleet, expiring lease agreements, or other factors.**

**A.6. The City will provide further information to the Respondents to this RFEOI/SOQ once the evaluation is complete.**

**Q.7. Regarding “include a HID card reader”, does the City currently have a “follow me” print solution? Do all Surrey employees currently use HID cards for leveraging this function? Any clarification on the requirement for this functionality would be appreciated.**

**A.7. Please refer to “Protecting Productivity” in Section 4 – Experience, Capability, Capacity and Resources. HID readers are installed on all MFPs today, and all staff have an HID card or fob to the HID reader for authentication purposes. A simple authentication system, HID reader-based or otherwise, on both MFPs and SFPs is a desired configuration.**

END OF ADDENDUM

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All Addenda will become part of the RFEOI/SOQ Documents.

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