





To: General Purposes Committee **Date:** February 18, 2026
From: Grant Fengstad **File:** 04-1300-01/2026-Vol
Director, Information Technology 01
Re: **Award of Contract – 8418P Provision for Managed Print Services**

Staff Recommendations

1. That Contract 8418P Provision for Managed Print Services be awarded to Konica Minolta Solutions (Canada) Ltd., for a five-year term at an estimated contract value of \$1,944,750 exclusive of taxes, as described in the report titled “Award of Contract – 8418P Provision for Managed Print Services”, dated February 18, 2026, from the Director, Information Technology;
2. That the Chief Administrative Officer and the General Manager, Finance and Corporate Services be authorized to extend an additional five-year term valued at the amount of \$1,043,805, up to the maximum total term of ten years, for the maximum total amount of \$2,988,555, as described in the report titled “Award of Contract – 8418P Provision for Managed Print Services” dated February 18, 2026, from the Director, Information Technology; and
3. That the Chief Administrative Officer and the General Manager, Finance and Corporate Services be authorized to execute 8418P Provision for Managed Print Services and Related Services and all related documentation with Konica Minolta Solutions (Canada) Ltd.

Grant Fengstad
Director, Information Technology
(604-276-4096)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance Department	<input checked="" type="checkbox"/>	 _____
Purchasing	<input checked="" type="checkbox"/>	
City Clerks	<input checked="" type="checkbox"/>	
Corp Communication & Mktg	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: CS	APPROVED BY CAO  _____

Staff Report

Origin

The City has implemented a “best practice” program to refresh the Corporate Desktop Printers and Multifunctional devices (MFD, photocopiers) with the majority of its assets to ensure Information Technology equipment offer the best value and are updated when they reach the end of their lifecycle. This program results in keeping technology current for City employees and allowing them to work efficiently and meet community needs. Implementing an equipment refresh minimises risk by proactively planning equipment replacements, rather than responding to unforeseen device failures.

Information Technology currently oversees an inventory of approximately 110 desktop printers and 64 MFDs.

This report supports Council’s Strategic Plan 2022-2026 Focus Area #4 Responsible Financial Management and Governance:

Responsible financial management and efficient use of public resources to meet the needs of the community.

4.1 Ensure effective financial planning to support a sustainable future for the City.

4.2 Seek improvements and efficiencies in all aspects of City business.

This report supports Council’s Strategic Plan 2022-2026 Focus Area #5 A Leader in Environmental Sustainability:

Leadership in environmental sustainability through innovative, sustainable and proactive solutions that mitigate climate change and other environmental impacts.

5.3 Encourage waste reduction and sustainable choices in the City and community.

Analysis

RFP Process

Contract 8418P Provision for Managed Print Services was posted to BC Bid on October 3, 2025, and closed on November 14, 2025.

The RFP set out the City’s requirements for MFDs and printing equipment for a five-year period with an option to renew for an additional five-year term, for a maximum of ten years. The RFP details technical specifications, and quantities required by the City including a needs analysis to confirm service level expectations.

The City’s operational printing output includes:

- Essential administrative documents;
- Internal reports;
- Meeting materials;
- Engineering drawings and plans;
- Council Committee and Council Agenda packages;
- High-volume output for public-facing and internal communications;
- Promotional and informational materials;
- Official publications/strategies. (i.e. posters, brochures, rack cards, bound strategies and booklets (the Annual Report); and
- Seasonal and event promotional pieces, agendas, signage and wayfinding, schedules, aquatics report cards, surveys, forms, bulletins, maps, Museum exhibit displays, etc.

Five proposals were received by the closing date from the following proponents:

- Xerox Canada Ltd.
- Konica Minolta Solutions (Canada) Ltd.
- Canon Canada Inc.
- Ricoh Canada Inc.
- Compugen Inc.

Review Process

Staff initially evaluated the five proposals against pre-determined criteria that included:

- Proponent profile and experience, including references;
- Ability to meet technical requirements, including stated specifications;
- Financial proposal and value offering; and
- Circular economy assessment.

Based on the submitted proposals, staff evaluated and scored against the evaluation criteria with the results summarized in Table 1.

Table 1- Results of Phase 1 Evaluation

Proponent	Total Cost based on 5 - year contract term	Total Cost based on 10 -year contract term	Phase 1 Evaluation Score	Shortlisted
Xerox Canada Ltd.	\$1,761,208.30	\$2,922,027	80.2%	Shortlisted
Konica Minolta Solutions (Canada) Ltd.	\$1,944,750.00	\$2,988,555	78.80%	Shortlisted

Canon Canada Ltd.	\$2,198,980.00	\$3,277,478	64.55%	Not Shortlisted
Ricoh Canada Inc.	\$2,435,948.00	\$4,871,896	53.05%	Not Shortlisted
Compugen Inc.	\$1,756,010.28	\$3,512,021	49.45%	Not Shortlisted

Upon completion of the Phase 1 evaluation, the two highest-ranked proponents advanced to Phase 2 of the evaluation process. During this stage, proponents were required to submit printed samples using materials provided by the City, respond to clarification questions, deliver a video demonstration of their proposed MFDs and printing equipment and supplier references were assessed. These submissions were assessed to confirm compliance with the stated requirements, resulting in the scores outlined below. (shown in Table 2).

Table 2 - Results of Phase 2 Evaluation

Proponent	Phase 2 Evaluation Score
Konica Minolta Solutions (Canada) Ltd.	100%
Xerox Canada Ltd.	83%

Despite not submitting the lowest total price over the maximum 10-year term of the contract, the proposal received from Konica Minolta Solutions (Canada) Ltd. received the highest overall score and reflected best overall value for the City. Their proposal included a detailed description of their technical support services and their mobile parts ordering infrastructure between their service vehicles and service center. Konica Minolta Solutions (Canada) Ltd. was able to demonstrate a higher quality of the print output and were able to meet all the organization’s operational requirements described in the RFP.

Contract Term

The recommended contract length is for an initial five-year term with an option to renew for an additional five-year term, for a maximum of ten years. This contract allows for cost efficiencies due to standardization. Given the lifecycle standards for this equipment, it is recommended that we maintain the equipment for 10 years in order to recognize the best value for total cost of ownership.

Financial Impact

The total value of the contract for the initial five-year term is estimated to be \$1,944,750, excluding taxes. The estimated annual cost of \$388,950 can be accommodated within existing operating budgets for 2026.

Conclusion

This report presents the results of a competitive procurement process for Award of Contract – 8418P Provision for Managed Print Services. It is recommended that the contract be awarded to Konica Minolta Solutions (Canada) Ltd., for an initial five-year term with an option to renew for an additional five-year term, for a maximum of ten years. This is for an estimated total value of \$2,988,555 exclusive of taxes.



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