



## **REQUEST FOR PROPOSAL**

**NWRFP-18-25**

### **PC Replacement - 2018**

The City is seeking submissions from qualified Proponents for **PC Replacement - 2018** in New Westminster.

#### **Closing Time:**

Thursday, October 18, 2018  
3:00 PM, Local Time, Vancouver BC

#### **Closing Location:**

Main Information Desk  
City of New Westminster City Hall  
511 Royal Avenue,  
New Westminster, BC, V3L 1H9

#### **Further requests for information :**

**Gilbert Matembe, SCMP**

Intermediate Buyer

Email: [nwpurchasing@newwestcity.ca](mailto:nwpurchasing@newwestcity.ca)

## CORPORATION OF THE CITY OF NEW WESTMINSTER

### TABLE OF CONTENTS

<b>PART 1</b>	<b>RFP PROCESS &amp; GENERAL REQUIREMENTS</b>	3
1.0	Definitions	3
2.0	Introduction	4
3.0	No City Obligations To Proponents	4
4.0	City Discretion	4
5.0	Proposal Instructions	4
6.0	Contract Requirements	5
7.0	General Conditions	5
8.0	Living Wage Employer	6
9.0	Evaluation Criteria And Process	6
10.0	Negotiations	7
<b>PART 2</b>	<b>BUSINESS REQUIREMENTS</b>	8
1.0	City Overview	9
2.0	Background	9
3.0	Equipment Requirements	9
4.0	Business Requirements	9
5.0	Summary of Work	10
6.0	Schedule	10
<b>PART 3</b>	<b>PROPOSAL FORMAT AND CONTENT REQUIREMENTS</b>	11
1.0	Proposal Cover Page	12
2.0	Request For Proposal Documents	13
3.0	Proposal Format	13
<b>APPENDIX A – PROPOSAL SUBMISSION REQUIREMENTS</b>		14
<b>APPENDIX B – DECLARATION, LIVING WAGE EMPLOYER</b>		16
<b>APPENDIX C – REFERENCES</b>		18
<b>APPENDIX D – ABSENCE OF CONFLICT OF INTEREST</b>		20
<b>APPENDIX E – PRIVACY IMPACT ASSESSMENT</b>		22
<b>APPENDIX F – HARDWARE SPECIFICATIONS</b>		24
<b>APPENDIX G – PRICING</b>		27

**CORPORATION OF THE CITY OF NEW WESTMINSTER****PART 1****RFP PROCESS & GENERAL REQUIREMENTS****1.0 DEFINITIONS**

- 1.1** **“Business Requirements”** means the detailed specifications, requirements and Services set out in Part 2 of this RFP.
- 1.2** **“City”, “Owner”** means the Corporation of the City of New Westminster.
- 1.3** **“Contract”** means a written contract for the Services that may entered into by the City and a Proponent.
- 1.4** **“Proponent”** means a person who submits a Proposal to the City in response to this Request for Proposal.
- 1.5** **“Proposal”** means a proposal submitted to the City in response to this RFP.
- 1.6** **“Provide” “Supply”** shall mean provide and pay for, and supply and pay for.
- 1.7** **“Request for Proposal” “RFP”** means this Request for Proposal, including all Schedules to this Request for Proposal, and any changes the City may from time to time make to this Request for Proposal.
- 1.8** **“Services”** means the provision by the successful Proponent of all services, duties, and expectations as described in this RFP, including in the Business Requirements.

## CORPORATION OF THE CITY OF NEW WESTMINSTER

### **2.0 INTRODUCTION**

The City of New Westminster is seeking proposals from qualified Proponents to provide tier 1 desktop computers and monitors. The City is seeking the most appropriate equipment and warranty for the best value. Refer to PART 2 – BUSINESS REQUIREMENTS for more details and specifications.

### **3.0 NO CITY OBLIGATIONS TO PROPONENTS**

**3.1** This RFP is a request for proposals, and not a call for tenders or request for offers and no contractual obligations shall arise between the City and a Proponent upon the Proponent's submission of a Proposal to the City. For clarity, the City shall have no obligations whatsoever to any Proponent until and unless the City and a Proponent enter into a formal, written contract for the Proponent to provide the Services.

### **4.0 CITY DISCRETION**

**4.1** For clarity, and without in any way limiting the City's rights, prospective proponents should be aware that the City may, at its discretion:

- a) cancel this RFP at any time;
- b) select a Proposal that deviates from the requirements of this RFP;
- c) select a Proposal that is not the lowest cost Proposal;
- d) select a Proposal with a view to engaging the Proponent to provide only some of the Services;
- e) modify this RFP at any time;
- f) reject a Proposal for any reason, including where in the City's estimation the personnel and/or resources of the Proponent are deemed insufficient or if the City determines that a Proposal is incomplete or does not comply with a requirement under this RFP;
- g) not select any Proposals;
- h) split the provision of the Services requirements between two or more Proponents;
- i) shortlist one or more Proponents to formally present their Proposal' to the City's Evaluation Committee;
- j) negotiate with one or more Proponents, including with respect to the form of Contract ; and
- k) consider and select a late Proposal.

### **5.0 PROPOSAL INSTRUCTIONS**

One (1) electronic and one (1) hard copy (to be unbound) of the Proposal, should be submitted and clearly marked on the outside envelope or box as follows:

**NWRFP-18-25**  
**PC Replacement - 2018**  
Attention: Purchasing Manager

The City will receive Proposals at the location and time indicated on the title page of this Request for Proposal.

It is the Proponent's responsibility to ensure that the City receives its Proposal prior to the closing time indicated on the title page of this Request for Proposal. The City does not accept facsimile, electronic mail, or other unsealed Proposals.

## **CORPORATION OF THE CITY OF NEW WESTMINSTER**

Requests for clarification or further information should be made in writing only to the individual from the City identified on the first page of this RFP. The City may respond to enquiries that it, in its sole discretion, considers relevant to this RFP. The City intends to respond only to those relevant written enquiries received at least ninety-six (96) hours prior to the closing time indicated on the title page of this RFP. The City may record enquiries and post written responses on its website at <https://www.newwestcity.ca/business-and-economy/doing-business-with-the-city/request-for-bids-and-proposals-open>

### **6.0 CONTRACT REQUIREMENTS**

**6.1 Desktop PCs:** The City expects that the term of any Agreement negotiated between the City and a Proponent will be a three (3) year warranty service agreement with an extension to include a fourth (4th) year, which includes full parts and labour on-site with a guaranteed two business day exchange. The City expects that this exchange response time will be met 95% of the time.

**6.2 Monitors:** The City expects that the term of any Agreement negotiated between the City and a Proponent will be a three (3) year warranty service agreement, which includes full parts on-site with a guaranteed two business day exchange. The City expects that this exchange response time will be met 95% of the time.

### **7.0 GENERAL CONDITIONS**

#### **7.1 OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION**

All documents submitted to the City in response to this RFP or as part of any subsequent negotiation will become the property of the City, and will not be returned.

#### **7.2 PROPOSAL CONFIDENTIALITY & FREEDOM OF INFORMATION**

Proponents should be aware that the City is subject to the provisions of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) (“Act”). A Proponent may stipulate in their Proposal that a portion(s) of their Proposal that contains confidential information and is supplied to the City in confidence. However, under FOIPPA, the City may nevertheless be obligated to disclose all or part of a Proposal in response to a request made under the Act, even if the Proponent has stipulated that part of their Proposal is supplied in confidence. The Proponent should review Section 21 and other provisions of FOIPPA in order to gain a better understanding of the City’s disclosure responsibilities under the Act.

#### **7.3 CONFIDENTIALITY OF CITY INFORMATION**

All information provided by the City to a Proponent in connection with this RFP is provided on a confidential basis, and Proponents will not disclose any such information to any person (other than the Proponent’s legal advisers or consultants) without the City’s prior written consent, nor may any Proponent publicize or advertise its involvement with this RFP process without the prior written consent of the City.

#### **7.4 PROPONENT’S EXPENSES**

For clarity, Proponents will be solely responsible for their own expenses incurred in connection with this RFP, including in preparing and submitting a Proposal and in any subsequent negotiations with the City.

#### **7.5 CONTACTING CITY REPRESENTATIVES**

Proponents shall not contact City elected officials, officers or employees directly or indirectly regarding this RFP, except as indicated in this RFP.

#### **7.6 CONFLICT OF INTEREST**

## CORPORATION OF THE CITY OF NEW WESTMINSTER

Proponents shall disclose any potential conflicts of interest and existing business relationships they may have with the City, its elected or appointed officials or employees. The City may reject a Proposal if the City considers that selection of the Proponent to enter into a Contract would give rise to a conflict of interest. The Contract may include a clause providing that a failure to disclose, or false or insufficient disclosure of the nature and extent of any relationship the Proponent may have with the City or any of its elected or appointed officials or employees shall be grounds for immediate termination of the Contract, in the City's sole discretion, without compensation from the City.

### 7.7 INSURANCE

The successful Proponent will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term, the following insurance with insurers licensed in British Columbia in forms acceptable to the City:

- a) Commercial General Liability Insurance protecting the City, for an amount of five million dollars (\$5,000,000) naming the City as additional insured;
- b) Professional Liability Insurance of one million dollars (\$1,000,000)

### 7.8 PERMITS AND LICENSES

The successful Proponent may be required to obtain a City of New Westminster or MetroWest Inter-Municipal Business license prior to commencement of work.

### 7.9 GOVERNING LAW / JURISDICTION

This RFP shall be governed by and construed in accordance with the laws of the Province of British Columbia which shall be deemed to be the proper law hereof and in so doing the Courts of British Columbia shall have exclusive jurisdiction to determine all disputes and claims arising out of or in any way connected to this RFP.

### 8.0 LIVING WAGE EMPLOYER

Effective January 1, 2011, the City of New Westminster became a "Living Wage Employer". As such, the City has established a [Living Wage Policy](#) that requires all firms that are contracted by the City to provide services on City premises, to pay their employees, who perform said service on City property, a Living Wage as calculated by the Living Wage for Families Campaign. The current living wage rate for Metro Vancouver is \$20.91 per hour, assuming the employer provides no benefits.

In order to determine an employee's hourly rate with benefits the Living Wage for Families has created a Living Wage Calculator to assist with this determination. Please access the following website to determine your compatibility. <http://www.livingwageforfamilies.ca/employers/living-wage-calculator/>

The City includes in all its competitive bid documents a Declaration referencing the City's expectations with regards to compliance of the Policy (attached as Appendix B). **Completion and submission of the Declaration is required prior to Contract award.**

In evaluating submissions, the City intends to rely on the Declaration provided by a Respondent and shall have no obligation or duty to investigate the truthfulness of the Declaration. Please review the City's [Living Wage Page](#) for further information.

### 9.0 EVALUATION CRITERIA AND PROCESS

9.1 The City intends to evaluate Proposals in order to identify a Proposal that, in the City's opinion offers the best value to the City.

9.2 The City intends to evaluate Proposals based on the following criteria and weighting:

## CORPORATION OF THE CITY OF NEW WESTMINSTER

Evaluation Criteria	Weighting
Company Profile	10
Capability and Experience	20
Content (Spec) Requirements	35
Value added features	5
Pricing / Fees / Rates	30
<b>Total</b>	<b>100</b>

- 9.3** In evaluating a Proposal, the City may review and investigate the Proponent's ability to comply with Living Wage Employer requirements of this RFP and Protection of Privacy Assessment and the City may choose not to select a Proponent if the City is not satisfied, in its sole discretion, that the Proponent can meet these requirements.
- 9.4** In evaluating a Proposal, the City may contact references and may choose not to select a Proponent where the references are not satisfactory to the City in its sole discretion.
- 9.5** In evaluating a Proposal, the City may request financial information regarding a Proponent and may choose not to select a Proponent where the City is not satisfied, in its sole discretion, that the Proponent is in a financial position to perform the Services.
- 9.6** There shall be no obligation on the part of the City to receive further information, whether written or oral, from any Proponent or to disclose the nature of any Proposal received.
- 9.7** The City may invite one or more Proponents for an interview or to provide clarifications of their Proposal(s) and the City may consider the results of such Proponent interview(s) or clarifications in evaluating Proposals.
- 9.8** The City at its discretion, may invite some or all Proponents to provide a product demonstration and the City may consider the product demonstration in evaluating Proposals.
- 9.9** In evaluating a Proposal, the City may consider qualifications and experience of the Proponent and past performance of the Proponent in providing similar services.
- 10.0** **NEGOTIATIONS**
- 10.1** The award of a contract may be subject to negotiations with the lead Proponent that is deemed to provide the best value to the City. Such negotiations include, but not limited to, the following:
- a) Changes to the requirements or Scope of Work proposed by the Proponent
  - b) Price; and
  - c) Specific contract details as deemed reasonable for negotiations by the City
- 10.2** If a written contract cannot be negotiated within fourteen (14) days of notification with the lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP or negotiate with another supplier.



Corporation of the City of  
**NEW WESTMINSTER**

**NWRFP-18-25**

**PART 2**

**BUSINESS REQUIREMENTS**



## **1.0 CORPORATION OF THE CITY OF NEW WESTMINSTER OVERVIEW**

- 1.1 The City of New Westminster is the first city in Western Canada and is located at the centre of Metro Vancouver. Just 20 km from downtown Vancouver, the City has both major transportation routes and railways running through its boundaries.
- 1.2 The City, apart from the standard service and facility offerings of a typical municipality, also operates its own Electrical Utility and police force.

## **2.0 BACKGROUND**

- 2.1 The City has a requirement for the purchase of five hundred (525) new desktop computers and one hundred (100) monitors, for deployment throughout the organization.
- 2.2 The deployment will be mostly during Feb to April 2019, in small staged deliveries in a rolling deployment. (IE frequent small deliveries instead of a few large deliveries)
- 2.3 Pickup of old PCs for recycling

## **3.0 EQUIPMENT REQUIREMENTS**

- 3.1 See Appendix F for hardware requirements (desktops, monitors)
- 3.2 The desktops must be business models from tier 1 vendors.
- 3.3 The hardware must have component consistency (all units must have same hardware and firmware) and have a minimum model lifecycle of 12 months, preferably with more than 9 months remaining.
- 3.4 The specifications provided are for reference purposes **only**. All equipment must meet or exceed the listed requirements.

## **4.0 BUSINESS REQUIREMENTS**

- 4.1 Vendor must pre-load the City's software (We can provide the SCCM server and a VPN link to us.) The new OS will be Windows 10 Pro 64-bit.
- 4.2 Desktops to be delivered unboxed in small batches on the City's set schedule (We do not have storage on-site, so we want to do a rolling deployment.) Monitors can be delivered boxed.
- 4.3 Old desktops to be picked up for recycling when the new desktops are delivered. City staff will be removing the old desktops' hard drive before recycling pickup.

## **5.0 WARRANTY AND SERVICE REQUIREMENTS**

- 5.1 The proponent agrees to respond to service requests with a maximum four hour response time (during regular business hours)
- 5.2 **Desktop PCs:** The warranty service will include full parts and labour on-site and will be a three (3) year warranty extended to include a fourth (4th) year with a guaranteed two (2) business day exchange. The City expects that this exchange response time will be met 95% of the time.

- 5.3 Monitors:** The warranty service will include full parts and labour on-site and will be a three (3) year warranty with a guaranteed two (2)-business day exchange. The City expects that this exchange response time will be met 95% of the time.
- 5.4** This warranty will cover all components of the desktops and monitors and there will be no substitutions of components without prior City approval
- 5.5** The Proponent, not a third party, must perform warranty services
- 5.6** If any component of a system delivered to the City fails in the first thirty days after installation, the Proponent will replace the entire unit free of charge with a completely new unit.
- 5.7** Refurbished parts are unacceptable
- 5.8** A monitor will be deemed defective and will be replaced if:
- Any module that has three adjacent sub-pixels (whole pixel) failures in any order; or
  - More than 4 whole sub-pixels permanently ON or OFF; or
  - More than 6 sub-pixels faults; or
  - More than 1 whole pixel defects (ON or OFF) within a 5x5 pixel area (cluster); or
  - More than 2 clusters, each 5x5 pixels, with sub-pixel faults present

## **6.0 SUMMARY OF WORK**

- 6.1** The successful Proponent will be providing:
- Unit pricing for tower, slim and tiny form factor desktop pc's
  - Unit pricing for extended warranty
  - Unit pricing for monitors
  - Unit pricing to unbox pc's, remove all packaging, pre-load image (from City's SCCM), and deliver, and removing the old pc's for recycling. (City staff will remove the hard drive from old pc.)
- 6.2** Work with the City's representative, to review all contract terms that are of a technical nature.

## **7.0 SCHEDULE**

- 7.1** The anticipated timeline for the RFP is currently as follows; however the City reserves the right to modify the actual timing and sequence of events:

Activity	Anticipated Timing
RFP Closes	October 18, 2018
Proponent Selected	November 2018
Work to start (10 desktops & monitors to be delivered for OS install prep and testing)	December 2018
Work to proceed (Imaged desktops)	February to April 2019

- 7.2** A more detailed schedule will be finalized with the successful Proponent.

**NWRFP-18-25**

**PART 3**

**PROPOSAL FORMAT AND CONTENT REQUIREMENTS**

**1.0 PROPOSAL COVER PAGE**

Proposals are to include the following Cover Page, completed by the Proponent:

**NWRFP-18-25**

**PC Replacement - 2018**

**Closing Time:**

Thursday, October 18, 2018  
3:00 PM, Local Time, Vancouver BC

**Closing Location:**

Main Information Desk  
City of New Westminster  
511 Royal Avenue,  
New Westminster, BC, V3L 1H9

<b>PROPONENT NAME</b>		
Street Address:		
City Province Postal Code		
Contact Name:		
Telephone number:		Fax:
Email		Date:
Signature: by authorized signatory		

By my signature above, it shall be understood that I have read, understood and accept the requirements outlined in the Request for Proposal, we hereby propose to supply the Services in accordance with the Request for Proposal and as outlined in this Form of Proposal.

## **2.0 REQUEST FOR PROPOSAL DOCUMENTS**

**2.1** The RFP Documents include the following documents attached to this Form of Proposal

<u>Appendix Title</u>	<u>Appendix Number</u>
RFP Submission Requirements	Appendix A
Declaration – Living Wage Employer	Appendix B
References	Appendix C
Absence of Conflict of Interest	Appendix D
Protection of Privacy Assessment	Appendix E
Hardware Specifications	Appendix F
Pricing	Appendix G

## **3.0 PROPOSAL FORMAT**

**3.1** All Proposals should include the following information and in the same sequence of topics and numbered accordingly.

**3.2** Sequence of topics:

- 1) Proponent Information - signed
- 2) Appendix A – RFP Submission Requirements – provide all requested information
- 3) Appendix B – Declaration – Living Wage Employer - signed
- 4) Appendix C – References
- 5) Appendix D – Absence of Conflict of Interest
- 6) Appendix E – Privacy Impact Assessment
- 7) Appendix F – Hardware Specifications
- 8) Appendix G - Pricing

**3.3** Please provide a Table of Contents.

**3.4** Proposals should not exceed twenty (20) pages in length excluding attached appendices. Proposals should be provided double-sided on 8 ½” white paper, in a font colour of black and not less than 11 point.



Corporation of the City of  
**NEW WESTMINSTER**

**NWRFP-18-25**

**APPENDIX A**

**PROPOSAL SUBMISSION REQUIREMENTS**

### Proposal Submission Requirements

- Proponents should provide the information required under each heading clearly and concisely.
- Note any page number restrictions for each question, where applicable.
- Any attachments required to supplement your response should be clearly cross-referenced and included in your Proposal package.
- Do not respond to any questions in this RFP by referencing another question or information that has been submitted to the City outside of this RFP.

•	<b>Company Profile</b>
.1	Please provide name, address, telephone and web site of your firm;
.2	A brief overview of your firm, including size, years in service, and other relevant information like; <ul style="list-style-type: none"> <li>• Having sufficiently trained and experienced staff to dedicate to the City's tasks</li> </ul>

•	<b>Capability and Experience</b>
.1	Provide a one (1)-page biography of your key employees who will be working on the project. Include the following; <ul style="list-style-type: none"> <li>• Demonstrated experience in projects of like size and complexity with respect to quality of work, timelines in meeting deadlines and flexibility in scheduling</li> <li>• Provide details of your process for unresolved or delayed service response</li> <li>• Give a brief overview of your prep warehouse and explain how our systems will be kept separate from your other clients</li> <li>• Copy(ies) of proposed service plan agreement(s)</li> </ul>

•	<b>Content (Spec) Requirements</b>
.1	The following are considered key content that should be included as part of the Proponent's submitted Proposal, the City may not consider any Proposal that does not include all the key content: <ul style="list-style-type: none"> <li>• Complete Appendix F and submit along with proposal</li> <li>• Indicate Make and Model of all equipment</li> <li>• Provide Complete warranty information</li> <li>• Provide Matching or exceeding hardware specifications</li> <li>• Provide Matching or exceeding Service Specifications</li> <li>• Any other pertinent information, not included above, that demonstrates the equipment offered is proven reliable and cost effective</li> </ul>

•	<b>Value Add</b>
.1	Describe any unique contributions your organization can deliver to the City. You may wish to discuss one or more of the following: <ul style="list-style-type: none"> <li>• Your proposed value-add not captured elsewhere in the response.</li> <li>• Proposed additional functionality to meet the City's business requirements</li> </ul>

	<ul style="list-style-type: none"> <li>• Other considerations that are not covered in the RFP</li> </ul>
<ul style="list-style-type: none"> <li>•</li> </ul>	<p><b>Pricing</b></p>
<p><b>.1</b></p>	<p>Fill out Appendix G as requested and submit with proposal. Include any additional costs associated with this project.</p>

**NWRFP-18-25**

**APPENDIX B**

**DECLARATION – LIVING WAGE EMPLOYER**





### DECLARATION – LIVING WAGE EMPLOYER

I, \_\_\_\_\_ as a duly authorized signing officer of

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_, confirm that all employees and sub-contractors under our contract with the City as outlined below, are paid not less than the “Living Wage” as calculated by the Living Wage for Families Campaign.

I understand that this requirement extends only to those employees and sub-contractors’ employees that perform work while on City premises and property for durations in excess of one continuous hour per occasion.

I understand that the City will conduct audits if and when notification of breach of this compliance is received by the City. I understand that in the event any breach of this declaration is found to be true, the City reserves the right to cancel its contract without penalty at any time once said authentication of the breach is made.

Contract Name: \_\_\_\_\_

Authorized Signatory:

Dated:

\_\_\_\_\_

\_\_\_\_\_



Corporation of the City of  
**NEW WESTMINSTER**

**NWRFP-18-25**

**APPENDIX C**

**REFERENCES**

## REFERENCES

Please provide three (3) references for companies in British Columbia for whom your organization has completed work of a similar magnitude and nature in the past five (5) years. The City of New Westminster may be used as a reference, if work of a similar nature has been provided to the City.

<b>Reference 1</b>	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

<b>Reference 2</b>	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

<b>Reference 3</b>	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

**1.1** The City reserves the right to contact the references to confirm the nature and performance of the work provided by the Proponent. The City may not enter into any contract with any Proponent whose reference, in the City's sole opinion, are found to be unsatisfactory.

**1.2** Description of services provided can be expanded but limited to one (1) page per Reference.



Corporation of the City of  
**NEW WESTMINSTER**

**NWRFP-18-25**

**APPENDIX D**

**ABSENCE OF CONFLICT OF INTEREST**

### Absence of Conflict of Interest

The City reserves the right to reject Proposals from Proponents, who in the opinion of the City, are in conflict of interest, in relation to the Services described in the RFP. The determination of a conflict will be in the sole discretion of the City.

1. State if there is a conflict, or potential conflict of interest, that may exist with provisions of the Services to the City.	Yes  No
2. If you have answered “Yes” to Question 1 noted above , please provide a description of the nature of the conflict of interest below:	



Corporation of the City of  
**NEW WESTMINSTER**

**NWRFP-18-25**

**APPENDIX E**

**PRIVACY IMPACT ASSESSMENT**

## Privacy Impact Assessment

The City and any Proponent is required to comply with the *Freedom of Information and Protection of Privacy Act (FOIPPA)*. This ensures that personal information is stored and only accessed in Canada except in limited circumstances. As a condition of contract award, the Proponent must provide evidence of their compliance.

1. Where is the data stored, include the backup and/or business continuity or disaster recovery sites?
2. Will the data be accessed outside of the country at any time without the City's authorization? This includes maintenance on the systems from a third party.
3. Describe your processes for managing personal information; include any industry certifications, such as ISO or others that you have in place.
4. What physical security measures do you have in place?
5. Describe how you track and manage who has access to personal information.
6. What process do you have in place should a privacy breach occur?

**NWRFP-18-25**

**APPENDIX F**

**HARDWARE SPECIFICATIONS**



## Desktop Computers

	Basic Specification	Meet Specification (Yes/No)	Alternate Specification/Description
<b>Platform Stability</b>	The model must have component consistency (all units must have the same hardware and BIOS software)		
<b>Environmental</b>	Must comply with the following: - EPEAT Gold rating - Energy Star 6.1 or better - RoHS compliant		
<b>CPU</b>	Intel i7-8700 3.2Ghz 6-core with 12MB cache. Or better		
<b>Chipset</b>	Intel B360 or better		
<b>RAM</b>	16GB DDR4-2666 or better. With empty slot(s) available for future expansion.		
<b>Hard drive</b>	256GB or larger M.2 PCIe NVMe SSD		
<b>Audio</b>	High definition audio		
<b>Video</b>	Intel HD Graphics 630 or better. Must be able to support 3 independent monitor displays.		
<b>Interfaces/ports</b>	At <u>minimum</u> : - Front: Two USB 3.0 One 3.5mm microphone One 3.5mm headphone - Rear: Four USB 3.0 One ethernet RJ-45 One DisplayPort (Must explain how 3 monitors would be connected)		
<b>Mouse</b>	USB optical mouse		
<b>Keyboard</b>	Full sized USB keyboard		
<b>Network</b>	Must support Ethernet, Fast Ethernet, Gigabit Ethernet, and Wake on LAN and PXE		
<b>Operating System</b>	Windows 10 Pro 64-bit		
<b>Form factor</b>	Tiny, Slim, or Tower - we would like pricing for each form factor.		
<b>Warranty</b>	3 year extended to include a 4th year with a 2-business day exchange. Full parts and labour on-site.		
<b>Service</b>	Guaranteed service response time		

## Monitors

	Basic Specification	Meet Specification (Yes/No)	Alternate Specification/Description
<b>Type</b>	Flat panel LCD with LED backlight		
<b>Size</b>	21.5" or larger Vertical viewable must be 29.5cm or larger when monitor is horizontal.		
<b>Thin bezel edge</b>	Frame edge on left and right sides must be 1.6cm or less.		
<b>Stand</b>	Tilt, swivel, pivot and height adjustable stand. (Minimum lift 11 cm)		
<b>Input video signal</b>	Must include DisplayPort and VGA		
<b>USB</b>	USB 3.0 ports		
<b>Contrast ratio</b>	Minimum 1000:1		
<b>Brightness</b>	Minimum 250 cd/m <sup>2</sup>		
<b>Pixel pitch</b>	0.282mm or less		
<b>Resolution</b>	Must support up to 1920 x 1080. The monitor must be able to switch resolutions without degradation in display quality.		
<b>Power</b>	20 watts, typical, 26 watts max. <0.5 watts standby/suspend		
<b>Environmental</b>	Must comply with the following: - EPEAT Gold rating - Energy Star 6.1 or better - RoHS compliant		
<b>Service</b>	Guaranteed service response time		

**NWRFP-18-25**

**APPENDIX G**

**Pricing**

**1.0 DESKTOP COMPUTERS**

**1.1** Provide pricing for a desktop computer, based on the hardware specifications in Appendix F.

<b>Desktop Computer</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Extended Price</b>
<b>Model:</b>	<b>525</b>	<b>\$ /each</b>	<b>\$</b>
<b>Extending warranty to 4 years</b>	<b>525</b>	<b>\$ /each</b>	<b>\$</b>
		<b>Delivery Charge</b>	<b>\$</b>
		<b>PST 7%</b>	<b>\$</b>
		<b>GST 5%</b>	<b>\$</b>
		<b>Environmental Tax</b>	<b>\$</b>
		<b>Total Desktop Price</b>	<b>\$</b>

**1.2 MONITORS**

**1.3** Provide pricing for monitors, based on the hardware specifications in Appendix B.

<b>Monitor</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Extended Price</b>
<b>Model:</b>	<b>100</b>	<b>\$ /each</b>	<b>\$</b>
		<b>Delivery Charge</b>	<b>\$</b>
		<b>PST 7%</b>	<b>\$</b>
		<b>GST 5%</b>	<b>\$</b>
		<b>Environmental Tax</b>	<b>\$</b>
		<b>Total Monitor Price</b>	<b>\$</b>

**2.0 LABOUR**

- 2.1** Provide the total costs to unbox, remove all packaging and pre-load desktop computers with the City's Image.

<b>Labour</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Extended Price</b>
	<b>515</b>	<b>\$ /each</b>	<b>\$</b>
		<b>PST 7%</b>	<b>\$</b>
		<b>GST 5%</b>	<b>\$</b>
		<b>Total Labour Price</b>	<b>\$</b>

**3.0 DELIVERY**

- 3.1** Initial test (non-imaged) delivery of 10 Desktop Computers and Monitors required before Dec 20, 2018
- 3.2** Delivery dates for the remaining 515 Desktop Computers and 90 Monitors will be determined in discussions with the City's IT Services department. Estimated to be small weekly deliveries from Feb 2019 to Apr 2019

**Earliest Initial Delivery Date** \_\_\_\_\_