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**REPORT TITLE:**      **Supply, Installation and Support for Multifunctional (MFD) and Non-Multifunctional Devices, Document 2012-578P**

**FROM:**                Sean Baird, Commissioner of Digital and Information Services

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## **RECOMMENDATION**

**That the contract (Document 2012-578P) for the Supply, Installation and Support for Multifunctional (MFD) and Non-Multifunctional Devices, Document 2012-578P awarded to Konica Minolta Business Solutions (Canada) Ltd. be renewed for one 12-month period from September 1, 2021 to August 31, 2022 in the estimated amount of \$1.1 M (excluding applicable taxes) in accordance with Procurement By-law 30-2018, as amended;**

**And further, that approval be granted to renew the contract for one optional 12-month period, subject to available funding and, satisfactory performance and pricing.**

## **REPORT HIGHLIGHTS**

- Document 2012-578P was awarded to Konica Minolta Business Solutions (Canada) Ltd. in 2012 for a five-year term from 2013 – 2018 in accordance with Council Resolution 2012-1410.
- The Contract was extended in 2018 for a 24-month contract period with an optional one 12-month period in accordance with Council Resolution 2018-213. The Contract is set to expire on August 31, 2021.
- The current COVID-19 pandemic has changed the way the Regional workforce operates as the majority of staff are now working remotely.
- The work from home environment will significantly impact the usage of MFD devices as fewer staff will be onsite for daily printing and copying.
- Staff will assess the printing requirements as the Region begins its demobilization and recovery efforts in order to clearly set out the volume of devices to be included in the Request for Proposal (RFP).

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## **DISCUSSION**

### **1. Background**

The Region of Peel conducted a competitive procurement process in 2012 under Document 2012-578P for the supply, installation and support for multifunctional and non-multifunctional devices and awarded the Contract to Konica Minolta Business Solutions (Canada) Ltd. for an initial term of three years plus two optional 12-month periods.

In 2018, the Contract was extended for another period of 24-months with one optional 12-month period pursuant to Council Resolution 2018-213. The Contract was extended as the Region was reviewing its future print requirements and evaluating alternative solutions

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based on cost and functionality. The Contract is now in its final term expiring on August 31, 2021.

The preparation for a new Request for Proposal (RFP) was underway early this year as the process for the selection and implementation for this type of commodity would typically take almost a year taking into consideration the various Regional locations and current fleet. Conducting an RFP well in advance would have aligned our timelines with the Contract expiration in August 2021. The current COVID-19 pandemic has changed how we work and operate. The majority of the Region's workforce have transitioned to work from home and have been operating almost entirely virtually since March. The pandemic has forced the Region to reconsider and restructure its workspaces while continuously finding alternative ways of working to minimize any operational and service disruptions to staff and residents.

While the response to the pandemic has been ongoing since March of this year, the recovery has only just begun. As part of the Region's demobilization efforts, starting in the fall 40 per cent of Regional employees began working on site while the remaining 60 per cent continue to work remotely. This has significantly impacted the usage of the MFD and Non-MFD devices. Given the uncertainty of the duration of the COVID-19 pandemic and the need to continue to deliver services across the Region in a work from home environment, it is not possible to determine the volume of devices to be included in the RFP if we were to conduct the procurement process during this time. Moving forward with an RFP during the pandemic with no clear indication of the requirements risks the competitiveness and therefore the value of the procurement process.

Staff will continue to assess the requirements as the Region transitions to its recovery efforts. In the event that Regional employees continue to work remotely in the coming year the Contract allows for a reduction of the fleet and the Region will exercise its rights to reduce the number of devices on site potentially resulting in significant cost savings. Subject to Council approval of this Contract extension, staff anticipates issuing the RFP as soon as the requirements have been fully assessed and the capacity to meaningfully engage in the procurement process returns in the vendor community.

## **2. Procurement Process**

In accordance with Procurement By-law 30-2018, as amended, extensions to the Contract requires Regional Council approval. The process to award the Contract is in compliance with the By-law.

The support from the Vendor has been acceptable and the services provided by Konica deliver good value to the Region.

## **FINANCIAL IMPLICATIONS**

There are sufficient funds available in the approved operating budget to carry out the contract extension.

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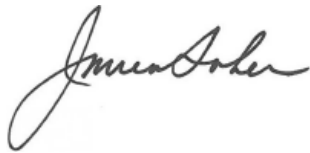
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*Authored By: Glenda Baylon, Supervisor, Program Services, Digital and Information Services*

***Reviewed and/or approved in workflow by:***

Department Commissioner, Division Director and Procurement.

Final approval is by the Chief Administrative Officer.

A handwritten signature in black ink, appearing to read "J. Baker", is positioned above a horizontal line.

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J. Baker, Chief Administrative Officer