

# **BOSTON PUBLIC HEALTH COMMISSION**

Information Technology Services

## **REQUEST FOR PROPOSALS**

### **Canon Copier Maintenance, Repair, Uniflow Software Support & Toner Supply Services**

**RFP No.: BPHC-ITS-2026-04**

Issue Date: May 14, 2026

**Proposals Due: Monday June 15, 2026, at 2:00 PM ET**

Contract Term: Three (3) Years (July 1, 2026 – June 30, 2029)

**Submitted To:**

Information Technology Services  
Boston Public Health Commission  
1010 Massachusetts Avenue, Boston, MA 02118  
Email: [RFP@bphc.org](mailto:RFP@bphc.org)

## TABLE OF CONTENTS

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<b>Section 1: Introduction and Background</b> .....	3
<b>Section 2: Calendar of Events</b> .....	3
<b>Section 3: Scope of Services</b> .....	4
3.1 Preventive Maintenance .....	4
3.2 Corrective Repair Services .....	4
3.3 Canon uniFLOW Software Support .....	4
3.4 Toner and Consumable Supply .....	4
3.5 Asset Management and Reporting .....	5
3.6 Staffing and Account Management .....	5
<b>Section 4: Equipment Inventory (Exhibit A)</b> .....	5
<b>Section 5: Contract Term and Renewal</b> .....	7
<b>Section 6: Proposal Submission Requirements</b> .....	7
6.1 Cover Letter .....	7
6.2 Technical Proposal .....	7
6.3 Company Qualifications .....	7
6.4 Cost Proposal .....	7
6.5 Sample Service Level Agreement (SLA) .....	8
<b>Section 7: Evaluation Criteria</b> .....	8
<b>Section 8: Questions and Clarifications</b> .....	8
<b>Section 9: General Terms and Conditions</b> .....	8
9.1 Right to Reject .....	8
9.2 Costs of Proposal Preparation .....	9
9.3 Confidentiality .....	9
9.4 Insurance .....	9
9.5 MWBE and Disadvantaged Business Enterprise .....	9
9.6 No Guaranteed Volume .....	9
<b>Section 10: Attachments</b> .....	9
<b>Attachment C: Vendor Reference Form</b> .....	10
<b>Attachment D: Cost Proposal Template</b> .....	12

## Section 1: Introduction and Background

The Boston Public Health Commission (BPHC) is an independent public health agency of the City of Boston, serving over 1,300 employees across eight workplace organizations and approximately 20 facilities throughout the greater Boston area. BPHC’s Information Technology Services (ITS) division oversees all technology infrastructure, including enterprise printing and document management systems.

As of July 1, 2026, BPHC will assume direct ownership of approximately 70 Canon multifunction copiers and printers currently deployed across its facilities, along with approximately 10 additional devices operated by Boston Emergency Medical Services (EMS). BPHC currently leverages Canon’s uniFLOW software platform for print management, secure pull printing, and usage tracking across all networked devices.

To ensure continuity of operations and proactive management of this fleet, BPHC is issuing this Request for Proposals (RFP) to identify a qualified third-party vendor capable of delivering comprehensive maintenance, repair, software support, and toner supply services under a three (3) year service contract.

## Section 2: Calendar of Events

The following schedule governs this procurement. All submissions and communications must be received by the times and dates indicated. Vendor written questions must be submitted to [RFR@bphc.org](mailto:RFR@bphc.org); answers will be posted on [Boston.gov](http://Boston.gov). BPHC reserves the right to amend this schedule at its sole discretion; any changes will be communicated via written addendum posted to [Boston.gov](http://Boston.gov).

Event	Date
RFP Issued / Posted on Boston.gov	Thursday May 14, 2026, by 11am EST
Vendor Written Questions Due	Thursday May 28, 2026, by 4:00 PM ET
Answers Posted to Vendor Questions	Thursday June 4, 2026 by 4:00pm EST
Proposals Due	Monday June 15, 2026 by 2:00 PM ET
Evaluation of Proposals	Monday June 29, 2026
Notification of Intent to Award	Monday July 13, 2026
Contract Execution (Estimated)	Monday July 27, 2026

*Note: All times are Eastern Time (ET). Proposals received after the deadline will not be considered regardless of postmark or transmission time.*

## Section 3: Scope of Services

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The selected vendor shall provide the following services for the duration of the contract:

### 3.1 Preventive Maintenance

- Scheduled, periodic preventive maintenance (PM) visits for all copier models listed in Exhibit A, at a minimum of twice per year per device.
- PM services shall include cleaning of internal components, lubrication of mechanical parts, inspection and replacement of worn components, and calibration.
- Vendor shall provide BPHC with a PM schedule at the beginning of each contract year and notify ITS at least five (5) business days in advance of each site visit.

### 3.2 Corrective Repair Services

- On-demand repair services for all covered copier models resulting from mechanical, electrical, or software-related failures.
- Response time: Vendor shall acknowledge service requests within four (4) business hours and dispatch a technician within the next business day for non-critical issues, and within four (4) hours for business-critical device failures.
- All repair labor, parts (excluding end-user consumables such as paper and staples), and travel costs shall be included in the monthly flat-rate service fee with no additional charges to BPHC.
- Devices that cannot be repaired within five (5) business days must be replaced with a comparable loaner unit at no charge.

### 3.3 Canon uniFLOW Software Support

- The vendor must have demonstrated expertise in Canon's uniFLOW print management software platform.
- Services shall include software troubleshooting, patch management coordination, driver updates, queue management, and support for secure pull-print configuration.
- Vendor shall support integration of uniFLOW with BPHC's Active Directory environment and provide assistance during any software version upgrades.
- A minimum of one (1) uniFLOW-certified technician must be assigned to the BPHC account.

### 3.4 Toner and Consumable Supply

- Vendor shall supply OEM-equivalent or genuine Canon toner cartridges for all color and black-and-white devices included in the fleet.
- Toner replenishment shall be proactive: devices should be monitored remotely (e.g., via uniFLOW or equivalent tool) and toner shipped automatically when levels fall below 20%.

- Pricing for toner shall be fixed for the full three-year contract term and quoted separately per cartridge type in the cost proposal.
- Delivery shall occur within two (2) business days of a replenishment trigger or on-demand order.
- Vendor shall accept return of unused, unopened toner cartridges at no charge to BPHC.

### 3.5 Asset Management and Reporting

- Vendor shall maintain an up-to-date asset register of all covered devices, including model, serial number, location, and service history.
- Vendor shall provide BPHC ITS with a monthly service report detailing: service calls opened and closed, PM visits completed, toner deliveries, device uptime metrics, and any open issues.
- Vendor shall notify BPHC ITS of any device nearing end-of-life with at least 90 days' advance notice.

### 3.6 Staffing and Account Management

- Vendor shall assign a dedicated Account Manager as a single point of contact for BPHC ITS.
- Technicians may be required to sign BPHC's confidentiality agreement and adhere to BPHC's facility access and security policies.

## Section 4: Equipment Inventory (Exhibit A)

The following table lists all Canon copier and printer devices currently deployed across BPHC and affiliated locations. This fleet will be owned by BPHC effective July 1, 2026. Boston EMS is expected to contribute approximately 10 additional devices; a finalized EMS list will be provided via addendum prior to proposal submission.

Make / Model	Location	Qty
Canon 4545	774 Albany St	5
Canon C5550	774 Albany St	2
Canon C5540	774 Albany St	4
Canon 4545	BCLA Harbour Point, 1st Floor	1
Canon 4545	785 Albany St.	2
Canon C5550	785 Albany St.	4
Canon C5540	785 Albany St.	3
Canon C5540	780 R Albany St.	1
Canon C5540	727 Mass Ave	1
Canon 4545	715 Mass Ave	1

Make / Model	Location	Qty
Canon C5540	860 Harrison Ave	1
Canon 4545	860 Harrison Ave	1
Canon C5540	725 Mass Ave	4
Canon C5550	725 Mass Ave	1
Canon C5550	723 Mass Ave	1
Canon C5540	201 Rivermoor St	1
Canon C5550	201 Rivermoor St	1
Canon C5550	1010 Mass Ave.	2
Canon C5540	1010 Mass Ave.	3
Canon 4545	1010 Mass Ave.	5
Canon C5560	1010 Mass Ave.	1
Canon C5840	1010 Mass Ave.	1
Canon C5840	1010 Mass Ave 1st Floor	1
Canon 4545	1010 Mass Ave 1st Floor	1
Canon C5550	112 Southampton	3
Canon 4545	112 Southampton	1
Canon C5840	112 Southampton	1
Canon C5540	201 River St	3
Canon 4545	201 River St	2
Canon C5540	205 River St	1
Canon C5540	211 River St - M Building	1
Canon C5540	209 River St - Entre Familia	1
Canon C5550	989 Commonwealth Ave	1
iR-ADV C356 III	205 Townsend St., Boston Latin	1
iR-ADV C356 III	60 Washington St., Dorchester Burke	1
iR-ADV C356 III	Madison High	1
iR-ADV C356 III	Brighton HS	1
iR-ADV C356 III	Snowden HS	1
iR-ADV C356 III	Hyde Park High	1
iR-ADV C356 III	South Boston Collab Center	1
iR-ADV 4545 III	196 Quincy St - Kitchen B&W	1
	TOTAL	70 (BPHC) + ~10 EMS

*Note: The total listed above reflects the BPHC fleet (70 units). Finalized EMS device counts will be distributed via addendum.*

## Section 5: Contract Term and Renewal

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The initial contract term shall be three (3) years, commencing July 1, 2026 and expiring June 30, 2029. BPHC reserves the right to renew the contract for up to two (2) additional one-year periods at the same pricing, terms, and conditions, subject to mutual agreement and satisfactory vendor performance. Any pricing adjustments for renewal years must be proposed in writing at least 90 days prior to the renewal date and are subject to BPHC approval.

## Section 6: Proposal Submission Requirements

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Proposals must be submitted electronically in PDF format to RFP@bphc.org no later than June 13, 2026 at 2:00 PM ET. Late submissions will not be considered. Each proposal must include the following sections:

### 6.1 Cover Letter

A one- to two-page cover letter signed by an authorized representative of the firm, expressing interest, confirming all requirements can be met, and identifying the proposed Account Manager.

### 6.2 Technical Proposal

1. Detailed description of the vendor's approach to preventive maintenance, including proposed PM schedule and process.
2. Description of corrective repair capabilities, parts sourcing, and loaner device program.
3. Proof of Canon-authorized service status and technician certifications for all models listed in Exhibit A.
4. Description of uniFLOW expertise and proposed approach to software support.
5. Toner monitoring and auto-replenishment methodology.
6. Sample monthly service report format.

### 6.3 Company Qualifications

7. Company overview: years in business, size, service territory.
8. List of Canon-authorized service certifications held by the firm and assigned technicians.
9. Minimum of three (3) references from like-size organizations (e.g., public sector agencies, municipalities, or healthcare institutions of comparable scale), each demonstrating experience managing a fleet of 50 or more Canon devices. References must include organization name, contact name and phone number, contract scope, annual contract value, and dates of service.
10. Disclosure of any subcontractors to be used.

### 6.4 Cost Proposal

The cost proposal must be submitted as a separate document and shall include:

- Monthly flat-rate service fee per device (breakdown by model, covering all labor, parts, travel, and PM visits).
- Fixed per-cartridge pricing for all toner types required by the fleet (by model and color type).
- Annual toner volume estimate and projected spend.
- Any one-time onboarding or transition fees (must be clearly identified and justified).
- Year 2 and Year 3 pricing if different from Year 1.

### 6.5 Sample Service Level Agreement (SLA)

Vendor’s proposed SLA document reflecting response time commitments, escalation procedures, and remedies for SLA breach.

## Section 7: Evaluation Criteria

Proposals will be evaluated by an ITS evaluation committee using the following weighted criteria:

Evaluation Criterion	Weight	Max Points
Technical Approach & Scope of Services	30%	30
Experience & Qualifications	25%	25
Canon Uniflow Software Expertise	15%	15
Cost Proposal & Toner Pricing	20%	20
References & Past Performance	10%	10
TOTAL	100%	100

BPHC reserves the right to request oral presentations or demonstrations from shortlisted vendors prior to award.

## Section 8: Questions and Clarifications

All questions regarding this RFP must be submitted in writing to [RFR@bphc.org](mailto:RFR@bphc.org) no later than May 28, 2026. The subject line of the email must read: “BPHC-ITS-2026-04 – Question.” Responses to all written questions will be posted on Boston.gov no later than June 4, 2026.

Vendors must not contact any other BPHC staff, elected officials, or board members in connection with this RFP. Violation of this requirement may result in disqualification.

## **Section 9: General Terms and Conditions**

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### **9.1 Right to Reject**

BPHC reserves the right to reject any or all proposals, waive informalities, and accept the proposal deemed most advantageous to BPHC.

### **9.2 Costs of Proposal Preparation**

All costs incurred in preparing and submitting a proposal shall be borne entirely by the respondent. BPHC shall not be responsible for any pre-contract expenses.

### **9.3 Confidentiality**

Proposals are subject to public disclosure under the Massachusetts Public Records Law (M.G.L. c. 66) following award. Respondents should identify any information they consider proprietary with a written request for confidential treatment; however, BPHC cannot guarantee confidentiality of any submitted materials.

### **9.4 Insurance**

The selected vendor shall maintain, at minimum, the following insurance coverage throughout the contract term: Commercial General Liability (\$1,000,000 per occurrence / \$2,000,000 aggregate); Workers' Compensation (statutory limits); and Automobile Liability (\$1,000,000 combined single limit). BPHC shall be named as an additional insured on all applicable policies.

### **9.5 MWBE and Disadvantaged Business Enterprise**

BPHC encourages proposals from Minority-Owned Business Enterprises (MBEs), Women-Owned Business Enterprises (WBEs), and other disadvantaged businesses. Respondents are encouraged to identify their MWBE status.

### **9.6 No Guaranteed Volume**

This RFP does not constitute a commitment by BPHC to purchase any specified quantity of services. The fleet size may change during the contract term due to additions, retirements, or organizational changes; pricing adjustments for fleet changes will be governed by the rates established in the awarded contract.

## **Section 10: Attachments**

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- Attachment A: Equipment Inventory List (see Section 4 above)
- Attachment B: BPHC Standard Contract Terms and Conditions (to be provided upon request)
- Attachment C: Vendor Reference Form
- Attachment D: Cost Proposal Template

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***End of Request for Proposals – BPHC-ITS-2026-04***

## Attachment C: Vendor Reference Form

Vendors must submit a completed Vendor Reference Form for each of the three (3) required references from like-size organizations (public sector agencies, municipalities, or healthcare institutions of comparable scale) with Canon device fleets of 50 or more units. Each form must bear an original or electronic signature. Submit all three forms as part of your proposal package to RFP@bphc.org.

RFP No.: BPHC-ITS-2026-04 | Canon Copier Maintenance, Repair, Uniflow & Toner Supply Services

### SUBMITTING VENDOR INFORMATION

**Vendor / Company Name:**

**Street Address:**

**City:**

**State / Zip:**

**Website:**

### REFERENCE ORGANIZATION

**Organization Name:**

**Organization Type (e.g., Municipality, Healthcare, Government Agency):**

**Approx. Number of Employees:**

**Number of Locations:**

**Primary Contact Name:**

**Contact Title:**

**Phone:**

**Email:**

## CONTRACT DETAILS

**Description of Services Provided:**

**Contract Start Date:**

**Contract End Date:**

**Annual Contract Value (\$):**

**Total Number of Canon Devices Managed:**

**Canon Models Serviced (list all):**

**Canon uniFLOW Software in scope?**

Yes  No

**Toner supply included in scope?**

Yes  No

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Return this form to: [RFP@bphc.org](mailto:RFP@bphc.org) | Subject Line: BPHC-ITS-2026-04 – Reference Form

## Attachment D: Cost Proposal Template

Complete all sections. Submit this Cost Proposal as a separate PDF attached to your proposal email. All pricing must be fixed for the full three (3) year contract term unless otherwise noted. Failure to complete all sections may result in disqualification.

RFP No.: BPHC-ITS-2026-04

Vendor Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Part 1: Monthly Flat-Rate Device Service Fee

Provide a fixed monthly per-unit fee covering all labor, parts, travel, and preventive maintenance. Fees must be fixed for the full 3-year term.

Device Model	Qty	Monthly Fee / Unit (\$)	Annual Fee / Unit (\$)	3-Year Total (\$)
Canon imageRUNNER 4545	8			
Canon imageRUNNER ADVANCE C5540	22			
Canon imageRUNNER ADVANCE C5550	15			
Canon imageRUNNER ADVANCE C5560	1			
Canon imageRUNNER ADVANCE C5840	3			
Canon iR-ADV C356 III	7			
Canon iR-ADV 4545 III	1			
Boston EMS Devices (est.)	~10			
<b>TOTAL (All BPHC Devices)</b>	<b>~80</b>			

## Part 2: Toner and Consumable Pricing

Provide fixed unit pricing per cartridge for the full 3-year term. Indicate whether pricing is for OEM (genuine Canon) or compatible cartridges in the appropriate column.

Device Model(s)	Color	Cartridge Part No.	OEM / Compatible	Unit Price (\$)
Canon 4545 / iR-ADV 4545 III	Black	C-EXV42 / NPG-59		
Canon C5540 / C5550 / C5560	Black	C-EXV49 Black		
Canon C5540 / C5550 / C5560	Cyan	C-EXV49 Cyan		
Canon C5540 / C5550 / C5560	Magenta	C-EXV49 Magenta		
Canon C5540 / C5550 / C5560	Yellow	C-EXV49 Yellow		
Canon C5840	Black	C-EXV55 Black		
Canon C5840	Cyan	C-EXV55 Cyan		
Canon C5840	Magenta	C-EXV55 Magenta		
Canon C5840	Yellow	C-EXV55 Yellow		
Canon iR-ADV C356 III	Black	C-EXV54 Black		
Canon iR-ADV C356 III	Cyan	C-EXV54 Cyan		
Canon iR-ADV C356 III	Magenta	C-EXV54 Magenta		
Canon iR-ADV C356 III	Yellow	C-EXV54 Yellow		

### Part 3: Annual and 3-Year Contract Summary

Summarize total proposed costs by contract year. Amounts must reconcile with Parts 1 and 2.

Description	Year 1 (Jul 26–Jun 27)	Year 2 (Jul 27–Jun 28)	Year 3 (Jul 28–Jun 29)
Total Annual Device Service Fees			
Estimated Annual Toner Cost			
Other Costs (itemized in Part 4)			
<b>ANNUAL GRAND TOTAL</b>			
<b>3-YEAR CONTRACT TOTAL</b>			

### Part 4: One-Time and Transition Fees

List any one-time onboarding, transition, or setup fees. Write “N/A” if none apply.

Fee Description	Amount (\$)	Justification

**If none, write N/A**

### Part 5: Additional Notes / Assumptions

Use this space to document any pricing assumptions, exclusions, or clarifications:

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## Part 6: Vendor Certification

By signing below, the authorized representative certifies that pricing is accurate, complete, and binding for the full contract term if awarded.

### VENDOR CERTIFICATION

**Company / Legal  
Name:**

**Authorized Signatory  
Name:**

**Title:**

**Signature:**

**Phone:**

**Email:**

**Date:**

**Federal Tax ID / EIN:**

Submit Cost Proposal to: [RFP@bphc.org](mailto:RFP@bphc.org) | Subject: BPHC-ITS-2026-04 – Cost Proposal